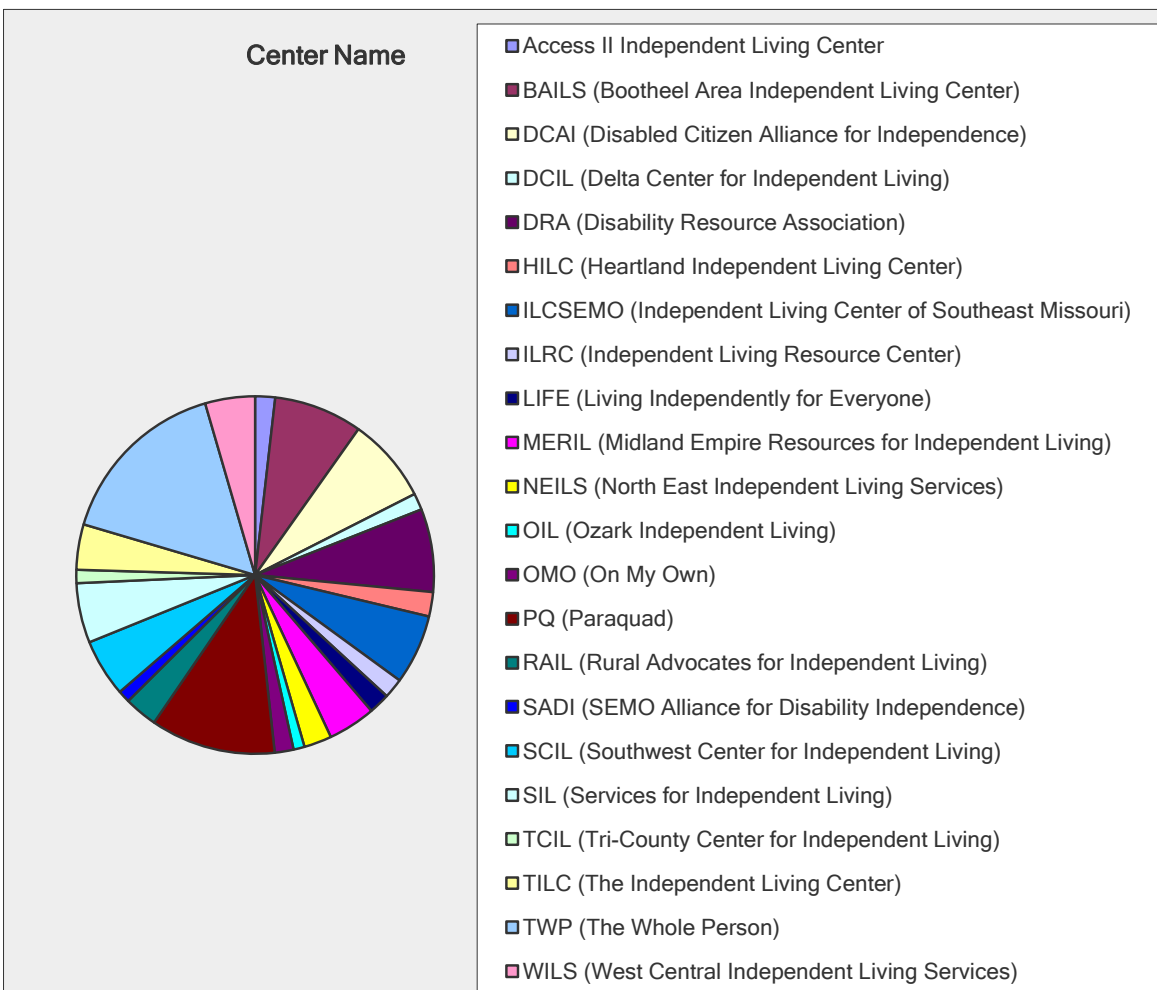
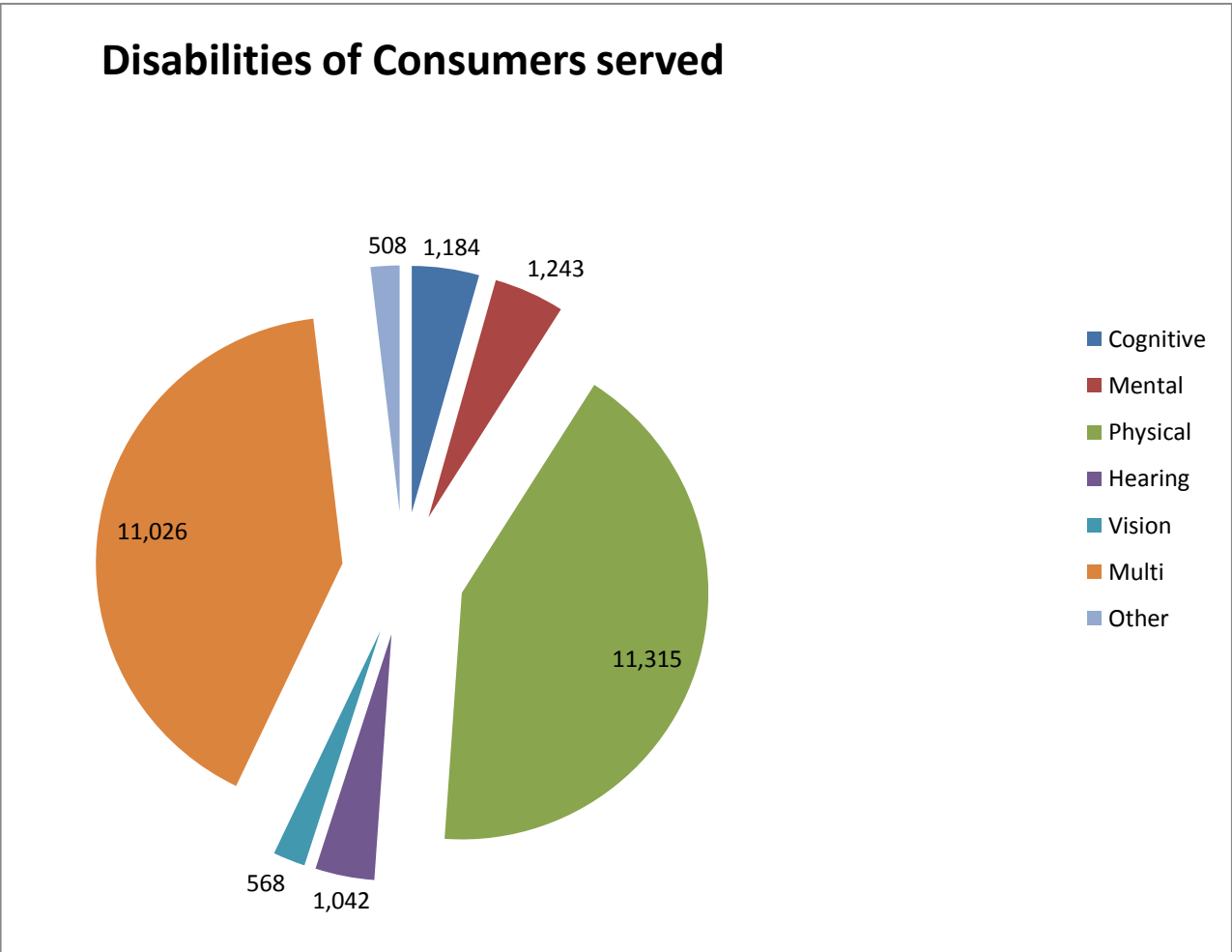
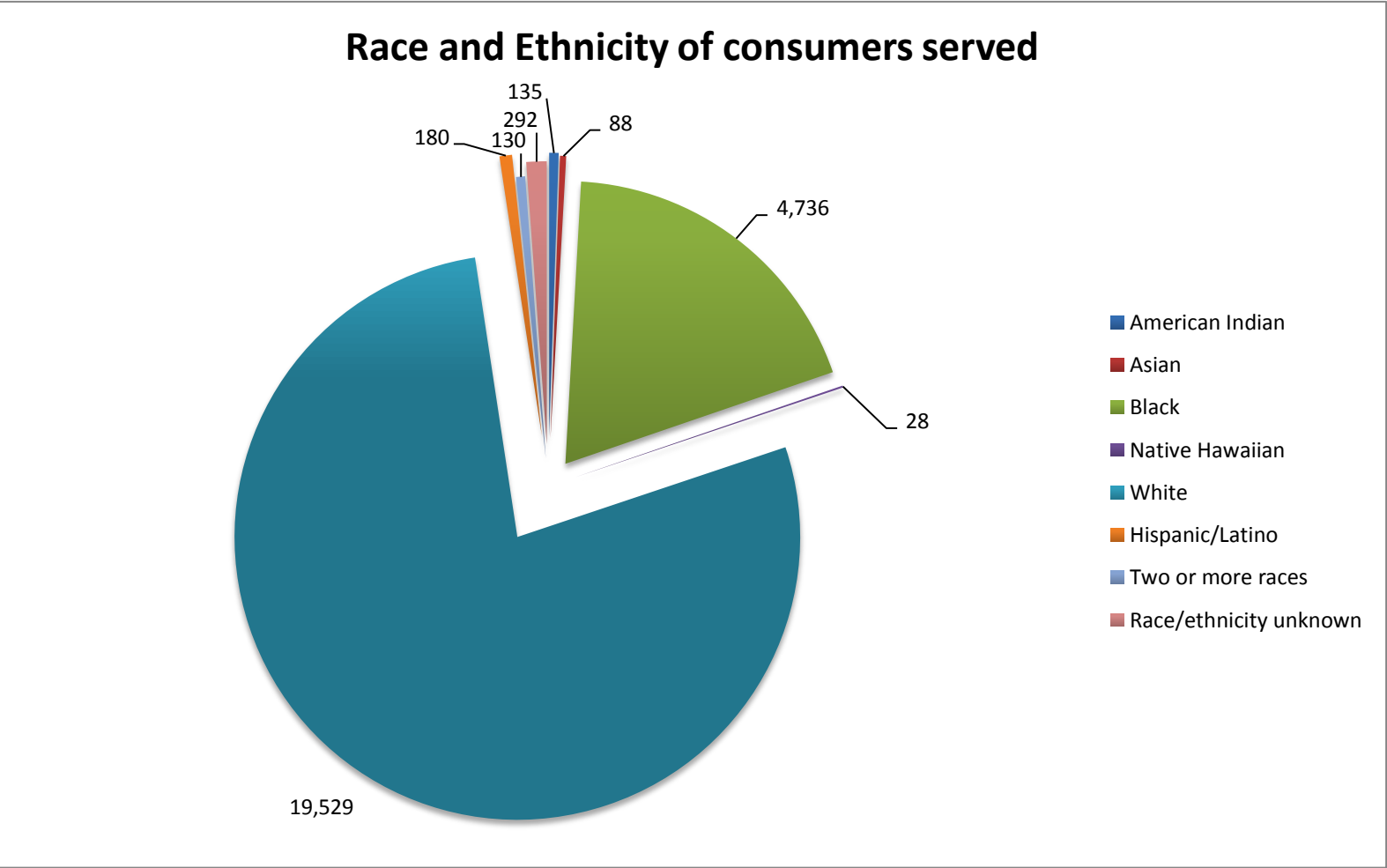
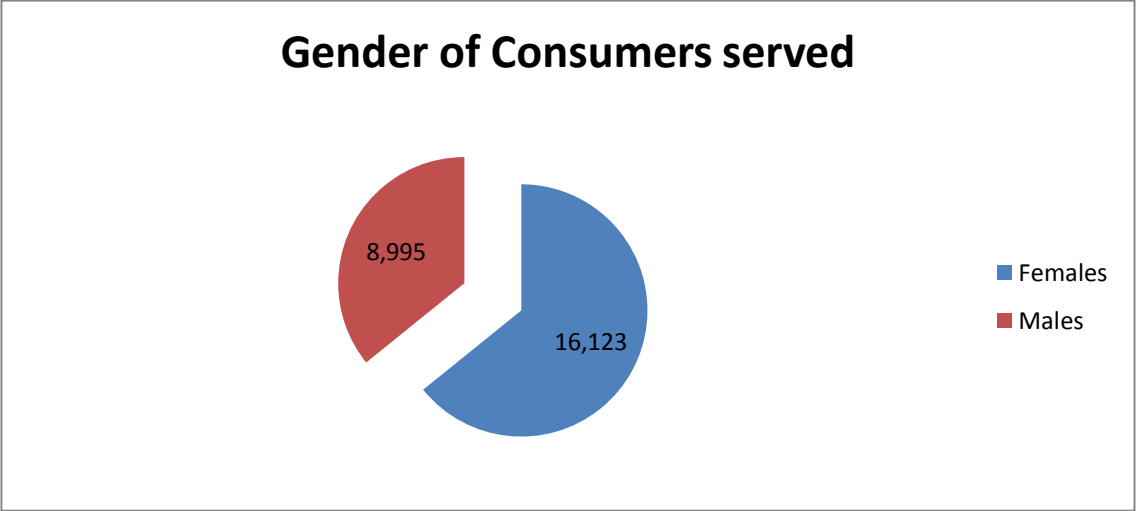
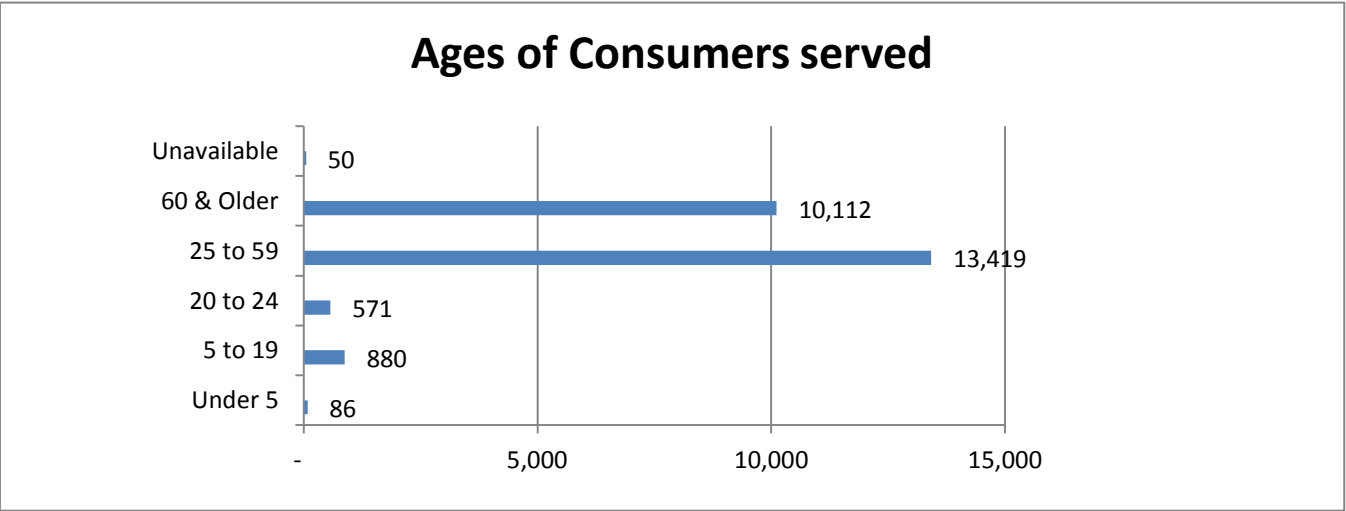


Annual IL Outcomes Survey FY16

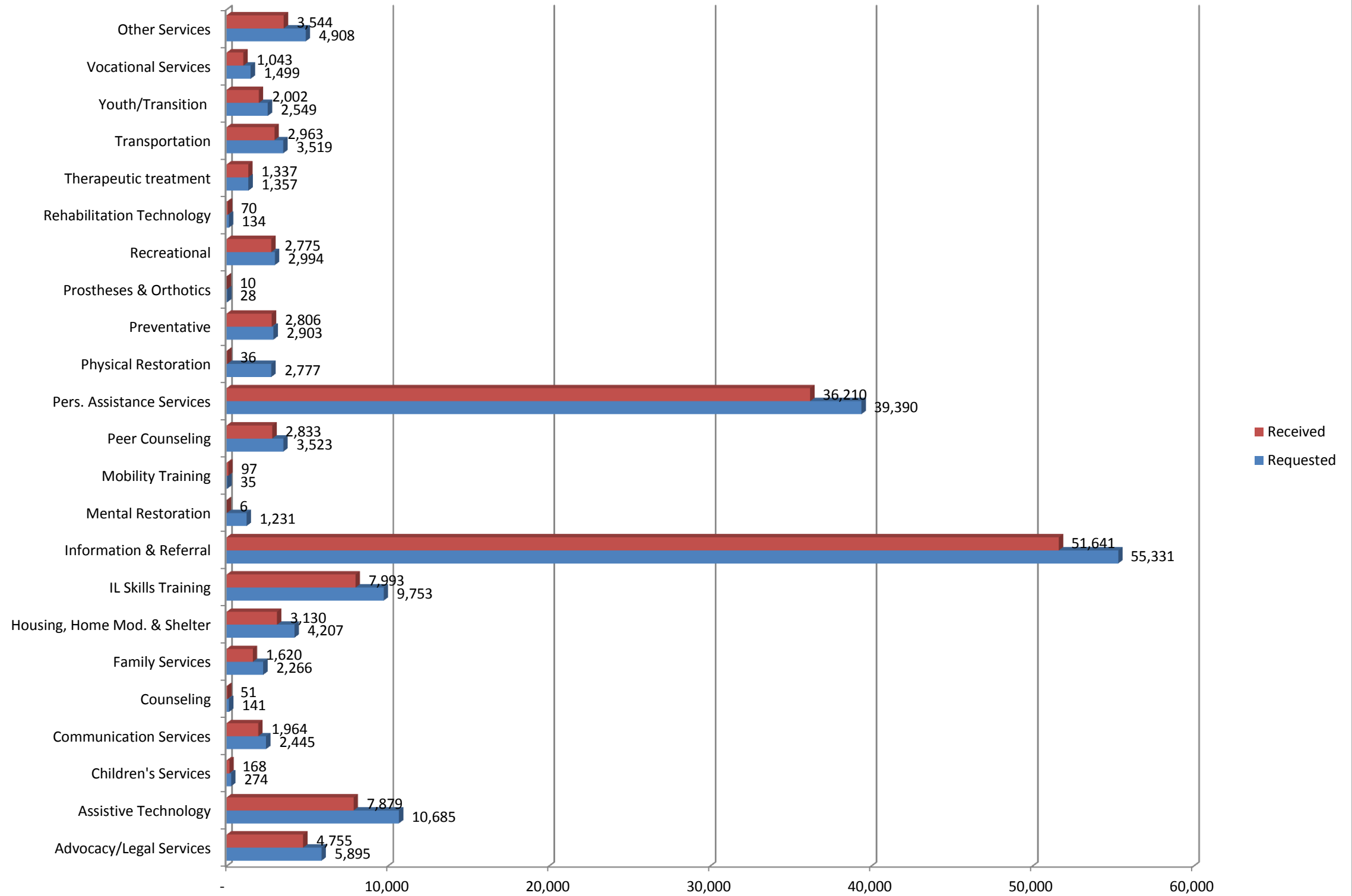
Center Name		
Answer Options	Response Percent	Response Count
Access II Independent Living Center	1.8%	81
BAILS (Bootheel Area Independent Living Center)	8.0%	359
DCAI (Disabled Citizen Alliance for Independence)	7.7%	345
DCIL (Delta Center for Independent Living)	1.5%	66
DRA (Disability Resource Association)	7.5%	338
HILC (Heartland Independent Living Center)	2.2%	98
ILCSEMO (Independent Living Center of Southeast Missouri)	6.3%	283
ILRC (Independent Living Resource Center)	1.8%	83
LIFE (Living Independently for Everyone)	1.9%	85
MERIL (Midland Empire Resources for Independent Living)	4.3%	194
NEILS (North East Independent Living Services)	2.5%	114
OIL (Ozark Independent Living)	1.0%	44
OMO (On My Own)	1.7%	75
PQ (Paraquad)	11.3%	507
RAIL (Rural Advocates for Independent Living)	3.0%	137
SADI (SEMO Alliance for Disability Independence)	1.1%	50
SCIL (Southwest Center for Independent Living)	5.2%	235
SIL (Services for Independent Living)	5.4%	244
TCIL (Tri-County Center for Independent Living)	1.2%	55
TILC (The Independent Living Center)	4.1%	185
TWP (The Whole Person)	15.9%	715
WILS (West Central Independent Living Services)	4.5%	201
Answered Question		4494
Skipped Question		0



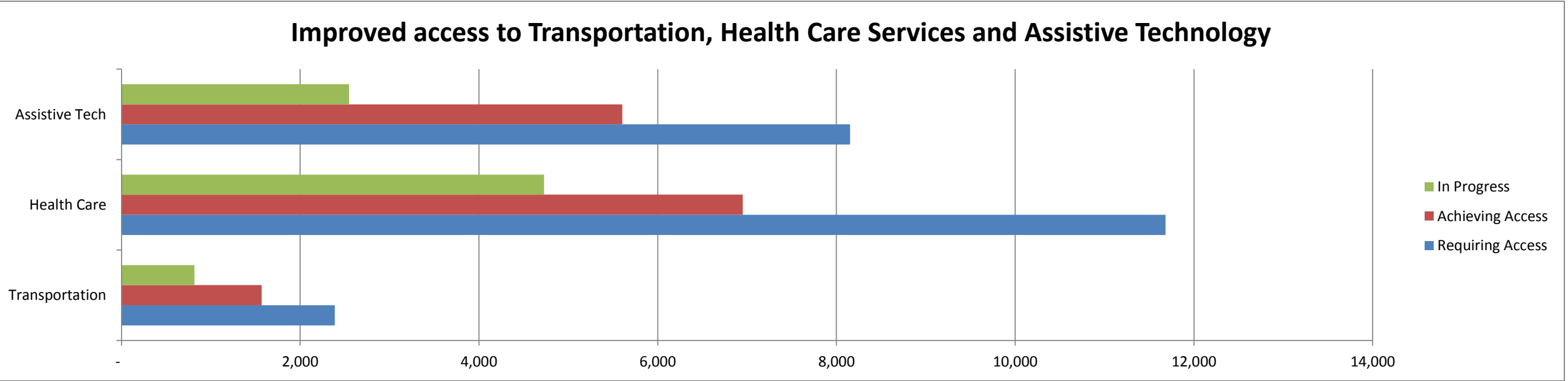
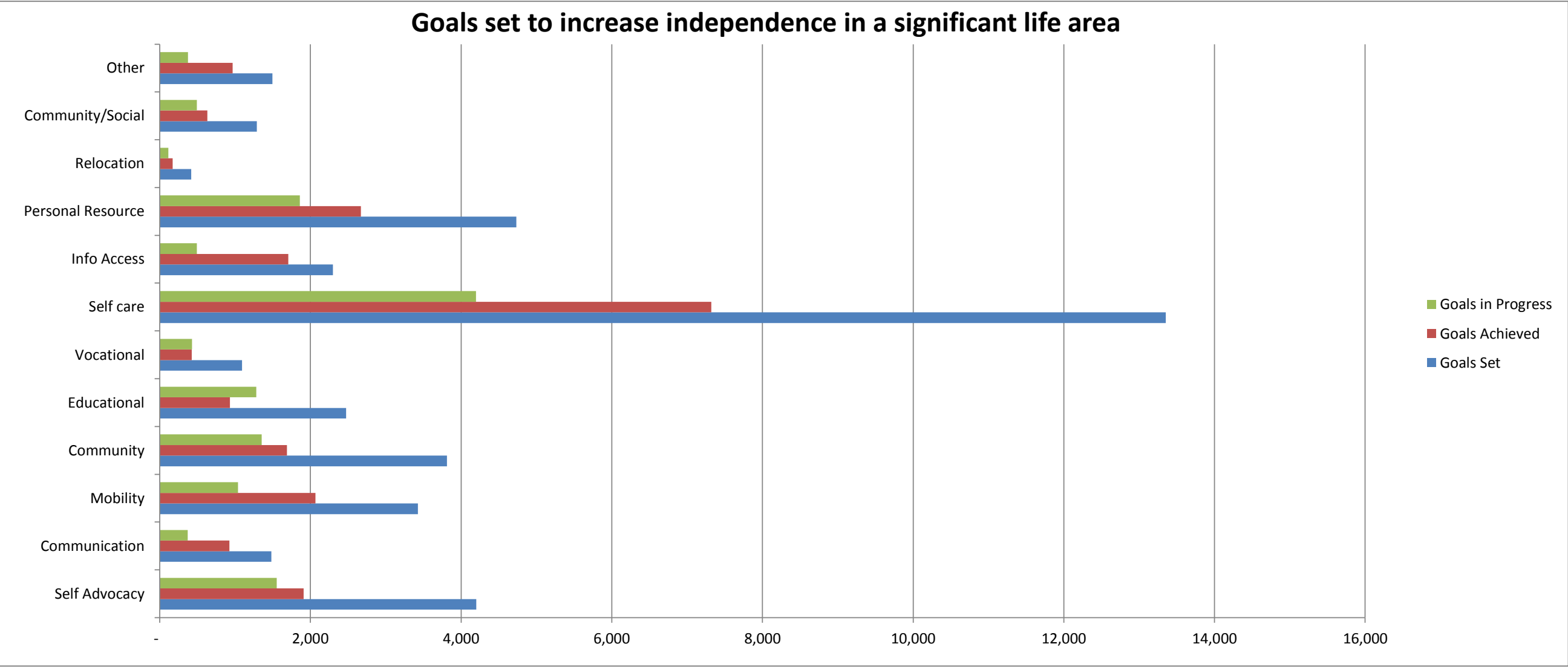
Total Number of Consumers served in Missouri by 22 Centers for Independent Living: 25,118



Services requested and received by consumers



Annual IL Outcomes Survey FY16

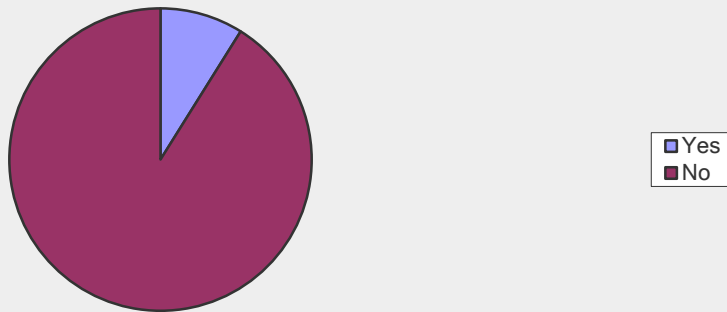


Annual IL Outcomes Survey FY16

Are you a United States Veteran?

Answer Options	Response Percent	Response Count
Yes	8.9%	377
No	91.1%	3867
Answered Question		4244
Skipped Question		250

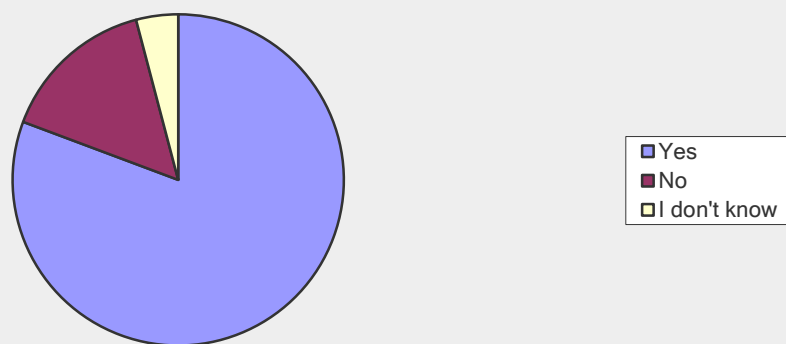
Are you a United States Veteran?



Are you eligible for Missouri Medicaid?

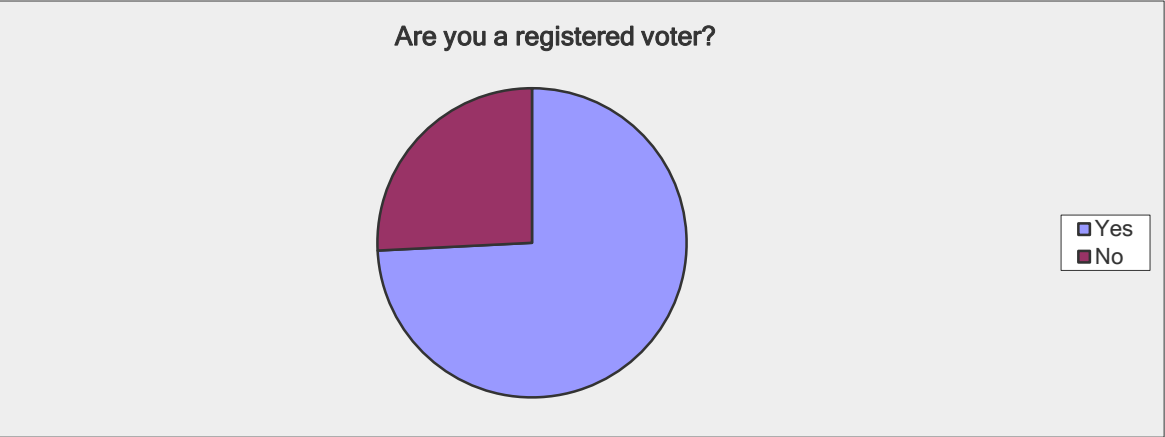
Answer Options	Response Percent	Response Count
Yes	80.7%	3424
No	15.2%	645
I don't know	4.1%	175
Answered Question		4244
Skipped Question		250

Are you eligible for Missouri Medicaid?

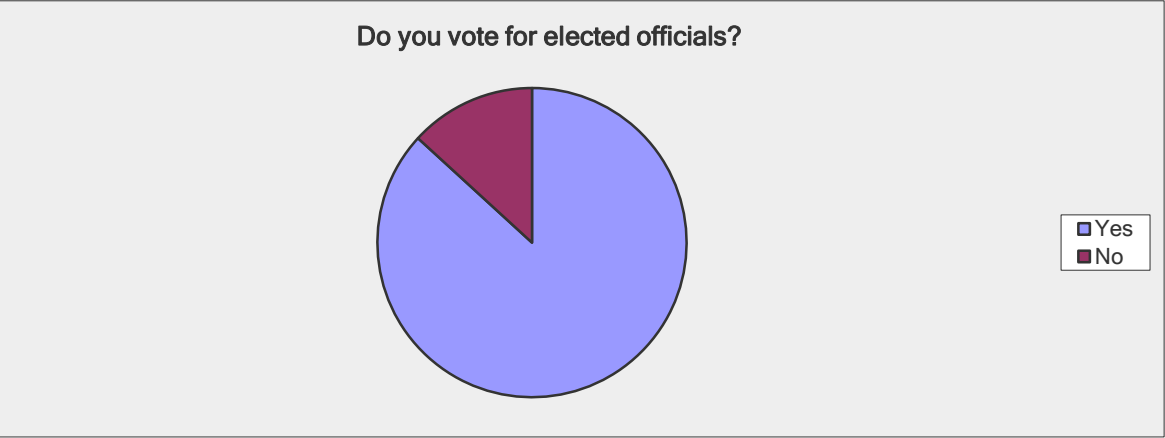


Annual IL Outcomes Survey FY16

Are you a registered voter?		
Answer Options	Response Percent	Response Count
Yes	74.2%	3143
No	25.8%	1090
Answered Question		4233
Skipped Question		261



Do you vote for elected officials?		
Answer Options	Response Percent	Response Count
Yes	86.8%	2732
No	13.2%	414
Answered Question		3146
Skipped Question		1348



Annual IL Outcomes Survey FY16

Did you receive any Advocacy services? Assistance and /or representation in obtaining access to benefits, services, and programs to which a consumer may be entitled.

Answer Options	Response Percent	Response Count
Yes	22.2%	933
No	77.8%	3278
Answered Question		4211
Skipped Question		283

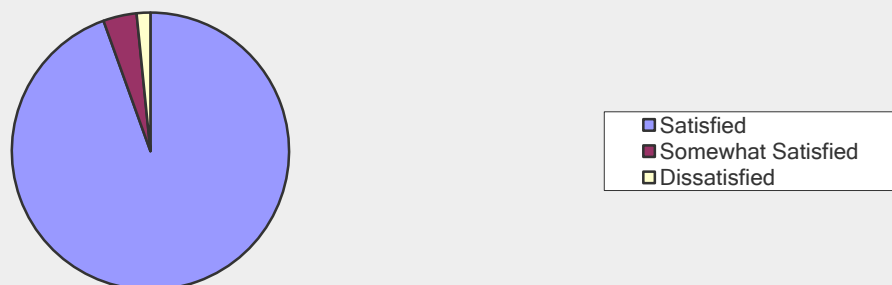
Did you receive any Advocacy services? Assistance and /or representation in obtaining access to benefits, services, and programs to which a consumer may be entitled.



What was your experience with the ADVOCACY services you received?

Answer Options	Response Percent	Response Count
Satisfied	94.5%	880
Somewhat Satisfied	3.9%	36
Dissatisfied	1.6%	15
Answered Question		931

What was your experience with the ADVOCACY services you received?



Annual IL Outcomes Survey FY16

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Advocacy service could have been better.

<i>Answered Question</i>	38
<i>Skipped Question</i>	4456

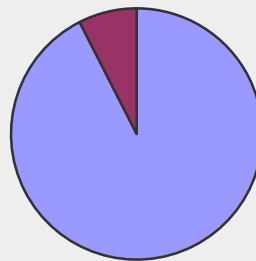
- 1 Helped with budgeting, money, and stuff like that
- 2 Dissatisfied, was lead to believe that there were grants to help her with her Vehicle. Was not able to get in the seat to help her. Found out she had to do everything yourself. There were no grants to help her.
- 3 If you are talking in front of a politician, I struggle to get things. It was a mock interview. It is hard for people on the spectrum to do things like talking in public. It was unexpected to come up with ways for what should be done about healthcare. If there was another way my voice could be heard.¶
- 4 Under guardianship. It was the medication I was on, no one will listen. So I have hired an attorney.
- 5 I had my voter registration confirmed - I was not registered since I moved and I am not able to vote this election cycle because I didn't check early enough to change address in a different county
- 6 Was only meant to be temporary, too basic for PT
- 7 Did not get to move out of nursing home for various reasons
- 8 Assisted consumer in advocating for Medicare. She ended up not qualifying. She reported she was dissatisfied because she felt that while one of the staff had been nice the other staff she had worked with had not been very helpful and didn't really try. She stated she also still needs help with her medical
- 9 I was denied disability
- 10 need lighted door alarm - don't qualify
- 11 She seemed nervous and made me nervous. If she was more oriented and comfortable with what she was doing, tasks would go smoother.
- 12 Attendant was somewhat to be desired, not enough attendants, list outdated, never got callback or showed up, need to be updated and small.
- 13 I don't think I need the help.
- 14 Still in process
- 15 Telephony Phone service could be improved. Numbers are changed
- 16 I was at first satisfied until I got a letter closing me when I wasn't satisfied yet
- 17 Had to look on my own for housing. and I don't have a lot of income. all that is based on how much you
- 18 Helped get a shower installed but it wasn't a great experience because they were left without a shower and toilet for 4 months. Did tell CIL about the incident and they helped get it resolved.

Annual IL Outcomes Survey FY16

Did you gain knowledge, skill and/or independence from the ADVOCACY service?

Answer Options	Response Percent	Response Count
Yes	92.5%	861
No	7.5%	70
Answered Question		931
Skipped Question		3563

Did you gain knowledge, skill and/or independence from the ADVOCACY service?

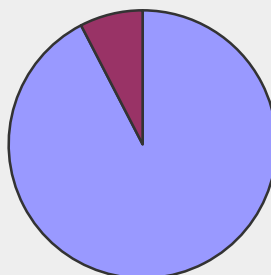


■ Yes
■ No

Did this ADVOCACY service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	92.4%	854
No	7.6%	70
Answered Question		924
Skipped Question		3570

Did this ADVOCACY service make a positive change in your life?



■ Yes
■ No

Annual IL Outcomes Survey FY16

If Yes, what change did this ADVOCACY service make?

Answered Question 537

Skipped Question 3957

- 1 Better understanding of what should be asked for.
- 2 Just making sure we are taken care of.
- 3 Improved relationship with the school district.
- 4 Helping me talk with DHSS.
- 5 I got help with getting Medicaid and Social Security. The paperwork was confusing. They helped me with all paperwork and getting healthcare. I now receive SSA benefits each month. I could not have stayed in my home without it.
- 6 I received Medicare help. I was very confused. I am paying less for my Medicare. This is very helpful. I have more income now.
- 7 I received help with getting Blind Pension. I did not know I could get. This gives me additional income to stay in my home.
- 8 I did not know what I was eligible to get. I am now receiving Medicare and Social Security. This is so helpful. I did not have health insurance before and I could not work. I have income and can stay in my home.
- 9 I get help with my Medicaid, Medicare. I have my property taxes prepared. This all saves me money and I receive money from filing my property tax. This helps me live on my own.
- 10 I received information on Medicare savings. I received help with this. I now pay less for my Medicare.
- 11 I received help with the Healthcare Market place. I received assistance with applying for insurance.
- 12 I received help with all paperwork for Social Security and Medicare assistance. I could not have done this on my own. very helpful and nice.
- 13 I have a better understanding of my health insurance through Medicaid. I pay a spend down and now I know how to meet it.
- 14 I received help getting health insurance through the healthcare market. I also got a tax credit that helps me to pay my insurance.
- 15 I have a better understanding of benefits available to me.
- 16 Stand up for myself.
- 17 It helped me get the apartment fixed for me and communicated with the landlord to get everything done.
- 18 Knowledge
- 19 Helped with transition into the community.
- 20 I am feeling empowered to get out and move toward independent living, interact with people, and take charge of my overall well being.
- 21 I felt like I was heard. They (election board) agreed to work with the disabled community to make sure there were no other mistakes made.
- 22 Comfort of knowing someone is there in case needed.
- 23 It helped me understand things I didn't understand.
- 24 Advocated for consumer to get CDS she reported she had no problems with this process and is satisfied with the services she is receiving.
- 25 Consumer reported that he was satisfied with the service and that he gained knowledge and independence.
- 26 Advocated with Veterans for services needed
- 27 You guys are an awesome organization!
- 28 Both physically and mental, very nice people very professional.
- 29 She received information on tax filing as she was not getting her Federal and State Income taxes that were withheld on her check.
- 30 Learned I was not ready to leave Nursing Home
- 31 It has helped me understand how much money I make and what will happen to my money if something happens to my parents. I also have a job a MAG and love having a job. I feel more independent now.

Annual IL Outcomes Survey FY16

If Yes, what change did this ADVOCACY service make?

Answered Question 537

Skipped Question 3957

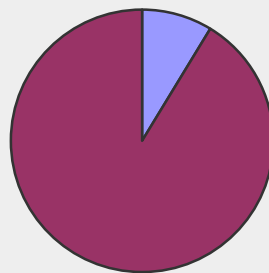
- 32 Positive because he was able to advocate for himself regarding his disability.
- 33 He stated that he was able to contact his representatives and let them know about how their decisions affect people with disabilities and he learned a new skill.
- 34 Looking for a job giving me courage
- 35 Made my life easier.
- 36 Very happy with everything you all have done for me. I've been so depressed and your services have helped me find a psychiatrist to help me
- 37 I couldn't do paperwork or make phone calls for services and your company did this for me
- 38 Appreciated the help.
- 39 Great program!
- 40 My life has become better because you helped me. I'm not one who speaks for myself and you helped me get the services I qualify for
- 41 I was able to get my disability because of your help and I couldn't have done it alone
- 42 I was treated with dignity from the moment I walked in the doors and the help you gave me was priceless, I was homeless and had no other family to help
- 43 I was able to gain information regarding veterans services that I could not get on my own. I appreciated the help making the phone calls and asking the right questions to help me. I had no idea where to begin myself. I was able to acquire help from the Veterans Administration that I need very badly.

Annual IL Outcomes Survey FY16

Did you receive any Benefits Advisement services? Assistance with benefits planning for employment, disability, and/or retirement purposes. This may include coordination between other agencies including Vocational Rehabilitation, Social Security Administration, and Social Services.

Answer Options	Response Percent	Response Count
Yes	8.7%	366
No	91.3%	3824
Answered Question		4190
Skipped Question		304

Did you receive any Benefit Advisement services?

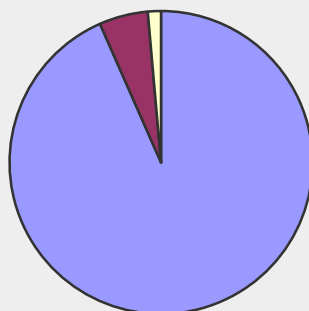


☐ Yes
☒ No

What was your experience with the BENEFITS ADVISEMENT services you received?

Answer Options	Response Percent	Response Count
Satisfied	93.4%	341
Somewhat Satisfied	5.2%	19
Dissatisfied	1.4%	5
Answered Question		365

What was your experience with the BENEFITS ADVISEMENT services you received?



☒ Satisfied
☐ Somewhat Satisfied
☐ Dissatisfied

Annual IL Outcomes Survey FY16

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Benefits Advisement service could have been better.

Answered Question 13

Skipped Question 4481

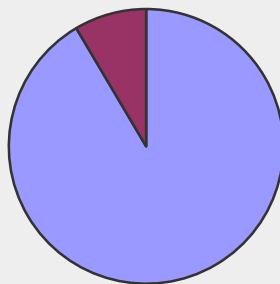
- 1 Little better communication
- 2 Voc Rehab, training was really good, but they would not honor my choice because they did not see where I could do that type of work. They need to see improvement in my health first. It wasn't their fault.
- 3 The agency that she is involved with is a mess.
- 4 They didn't seem to do it right.
- 5 courage looking for a job
- 6 When it comes to the get into a home, they said they have benefits. Seems like they never have benefits for me. They helped me find a job, so that was good.
- 7 Did not really understand and gave up
- 8 didn't get all my money

Annual IL Outcomes Survey FY16

Did you gain knowledge, skill and/or independence from this BENEFITS ADVISEMENT service?

Answer Options	Response Percent	Response Count
Yes	91.5%	334
No	8.5%	31
<i>Answered Question</i>		365
<i>Skipped Question</i>		4129

Did you gain knowledge, skill and/or independence from this BENEFITS ADVISEMENT service?

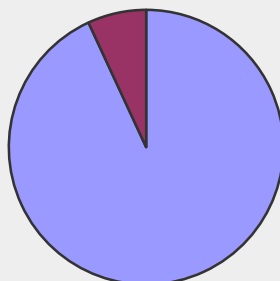


☐ Yes
☐ No

Did this BENEFITS ADVISEMENT service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	93.1%	339
No	6.9%	25
<i>Answered Question</i>		364
<i>Skipped Question</i>		4130

Did this BENEFITS ADVISEMENT service make a positive change in your life?



☐ Yes
☐ No

Annual IL Outcomes Survey FY16

If Yes, what change did this **BENEFITS ADVISEMENT** service make?

<i>Answered Question</i>	176
<i>Skipped Question</i>	4318

- 1 Helped consumer receive Food Stamps and get SSI benefit switched over.
- 2 Life insurance change from whole to term so won't be counted as income by Medicaid.
- 3 Setting up her services after being out of the nursing home.
- 4 The Food Stamps make it easier for me.
- 5 They helped me apply for SSA benefits. They helped me with all paperwork. I learned who to call and now I am receiving SSA benefits. I know what I receive and why. Very helpful.
- 6 I received help with applying for Social Security, appealing SSA. I got help with getting my Medicare started. This was very helpful to me.
- 7 I get help with my Social Security questions. My paperwork that receive I always get help completing.
- 8 I found out that I can try work and not lose my benefits. This will give me more income. I also was informed how my income would effect other benefits I receive.
- 9 I received assistance with my Medicare and Medicaid benefits. I received assistance with Medicare savings, which saves me money each month.
- 10 I did not understand the SSA benefit application. I was given assistance and now I am receiving income from SSA.
- 11 I was able to get on Medicaid and get the medicine I need.
- 12 Helped transitioning out of nursing home
- 13 Helped me solve a problem.
- 14 Giving me independence.
- 15 Helped me apply for Food Stamps to help supplement my income.
- 16 Helped solve issues with Medicaid and Food Stamps; helped keep my services active.
- 17 Helped me to understand/maneuver insurance.
- 18 helped me look for a job.
- 19 Customer says she couldn't make it without this service.
- 20 Saved me money on my monthly healthcare.
- 21 I learned about working and receiving SSA. I did not know I could do that. I learned I can make more money a month.
- 22 Helped do the paperwork and complete all of the requirements so that my trust fund would buy my lift chair.
- 23 She was able to help me read the paperwork and complete it. I felt like there was somebody there to help me read and write and I felt like I was safe and wouldn't get made fun of.
- 24 answered questions, made your mind easier
- 25 Learned how to fill out benefits/Medicare applications
- 26 This helped me get a temp job at a place that I always wanted to work at.
- 27 It did improve my confidence and skills.
- 28 I understand the benefits from working
- 29 Helped me understand my options for employment
- 30 I found out I am not actually work ready because of health issues
- 31 I quit using a the CIL each month since I had benefits counseling
- 32 Completed tax forms for her and got her extra funds for bills
- 33 I am still in college but I am now receiving adult SSDI instead of child. I have had benefits counseling and I am working part-time while attending school.
- 34 Different agencies have met to discuss my case and because of this they have came up with new ways to help me learn job related skills and skills to help me live on my own someday. Together, they have provided me with the best services.
- 35 I have been able to understand the paperwork I received because you have taken the time to help me understand. I just don't know what I would do. I can't understand it all.
- 36 I was able to take care of my son and have money for myself, having a job is always better.

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If Yes, what change did this BENEFITS ADVISEMENT service make?

Answered Question 176

Skipped Question 4318

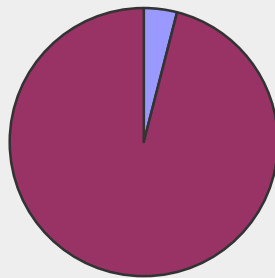
- 37 I'm not able to talk to people very well and you helped set me up with services I needed. I can use services in the community because of the help I received from you all
- 38 Medicare enrollment
- 39 Better understanding for future planning
- 40 All the paper work and knowledge of different things, I don't know how to read well enough to do it myself.
- 41 Word can't describe how thankful I am, I can't understand half the forms I receive & your company helps me fill them out
- 42 I was able to receive my SSI with the help of your agency
- 43 Yes it has helped me become more independent
- 44 It has given me an income to help me live on my own
- 45 Helped me live independently

Annual IL Outcomes Survey FY16

Did you receive any EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL services? This would include job training, placement, development, resume development, interviewing skills, job seeking and retention skills, as well as referral for other employment services as needed.

Answer Options	Response Percent	Response Count
Yes	4.0%	168
No	96.0%	4012
Answered Question		4180
Skipped Question		314

Did you receive any EMPLOYMENT ADVISEMENT, TRAINING and/or REFERRAL services?

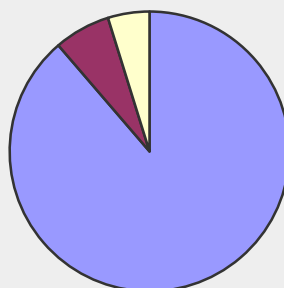


■ Yes
■ No

What was your experience with the EMPLOYMENT ADVISEMENT, TRAINING, AND/OR REFERRAL services you received?

Answer Options	Response Percent	Response Count
Satisfied	88.7%	149
Somewhat Satisfied	6.5%	11
Dissatisfied	4.8%	8
Answered Question		168

What was your experience with the EMPLOYMENT ADVISEMENT, TRAINING, AND/OR REFERRAL services you received?



■ Satisfied
■ Somewhat Satisfied
■ Dissatisfied

Annual IL Outcomes Survey FY16

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the EMPLOYMENT ADVISEMENT, TRAINING, AND/OR REFERRAL service could have been better.

Answered Question 12

Skipped Question 4482

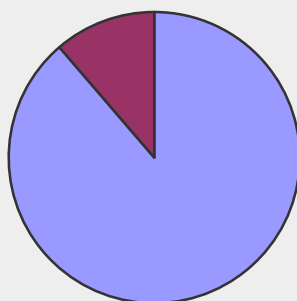
- 1 Would like to see more mock interview's and resume building classes in the Post High School Your Life for junior and seniors.
- 2 She got some volunteer opportunities.
- 3 I would like to receive more, I have a spenddown before Medicaid kits in
- 4 I don't feel that the person that was helping me did very much for me
- 5 Pt. says he is no longer a pt. He was working with clothes and "things went bad."
- 6 Lives in Lafayette county. Was not qualified.
- 7 I was referred to another agency for employment assistance and there was no openings and no where to go from there. I hoped to have more options given to me for opportunities. I want a job but have no transportation. Was given phone numbers and told to call myself.

Annual IL Outcomes Survey FY16

Did you gain knowledge, skill and/or independence from this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service?

Answer Options	Response Percent	Response Count
Yes	88.7%	149
No	11.3%	19
<i>Answered Question</i>		168
<i>Skipped Question</i>		4326

Did you gain knowledge, skill and/or independence from this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service?

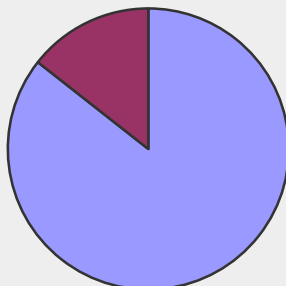


■ Yes
■ No

Did this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	85.6%	143
No	14.4%	24
<i>Answered Question</i>		167
<i>Skipped Question</i>		4327

Did this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service make a positive change in your life?



■ Yes
■ No

Annual IL Outcomes Survey FY16

If Yes, what change did this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service make?

Answered Question 71

Skipped Question 4423

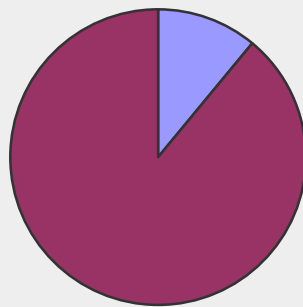
- 1 I have more independence. Don't have to rely on family.
- 2 It got me in touch with Vocational Rehabilitation.
- 3 He is more confident that he could have a career someday.
- 4 Customer was able to receive help with areas that the customer couldn't have done alone.
- 5 Helped me look for a job
- 6 A pay raise, self esteem.
- 7 How to get my resume out
- 8 I took a different kind of job, secretarial.
- 9 Helped me with the writing that I have never done before.
- 10 I learned how to do a job resume and how to apply for work
- 11 I got a job
- 12 Employment training helped me learn how to become a better employee.
- 13 Employment training that I received help me secure a job that I still have now
- 14 You helped me find a pt job and gave me transportation to the job. I would be so depressed living in my home without some type of worth
- 15 I wasn't sure how to tell my new employer about my needed to start out at 8 hours a day instead of the 10 hour days scheduled. I discussed the options with vocational advisor and asked for an accommodation. I went to 10 hour days the second week. Nice place to work
- 16 To believe in myself and that I am able to do more than I thought
- 17 It showed me a lot about working with people and how to do different things at the job.
- 18 It helped me work better with people
- 19 Yes, able to take care of my son. Feel independent, working is always better.
- 20 They helped him get a job at Steak N Shake. He's been there six months now.
- 21 Learned different strategies.
- 22 It made me feel like I can do it.
- 23 I got a job at Wal Mart
- 24 It taught me how to do interviews, to be myself, not babble when I'm nervous.
- 25 Can fill out a resume better.
- 26 Gave the consumer an opportunity to work.
- 27 Your classes helped me feel more confident in seeking a job & my performance on the job & interviewing

Annual IL Outcomes Survey FY16

Did you receive any Home Modification services? These services are related to securing housing or shelter, adaptive housing services (including appropriate accommodations to and modifications of any space used to serve, or occupied by individuals with significant disabilities).

Answer Options	Response Percent	Response Count
Yes	11.0%	459
No	89.0%	3715
Answered Question		4174
Skipped Question		320

Did you receive any Home Modification services?

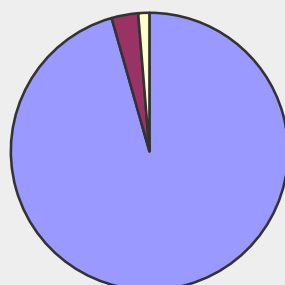


■ Yes
■ No

What was your experience with the HOME MODIFICATION services you received?

Answer Options	Response Percent	Response Count
Satisfied	95.6%	438
Somewhat Satisfied	3.1%	14
Dissatisfied	1.3%	6
Answered Question		458
Skipped Question		4036

What was your experience with the HOME MODIFICATION services you received?



■ Satisfied
■ Somewhat Satisfied
■ Dissatisfied

Annual IL Outcomes Survey FY16

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Home Modification service could have been better.

<i>Answered Question</i>	28
<i>Skipped Question</i>	4466

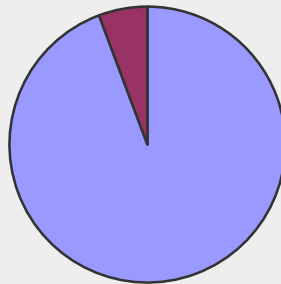
- 1 They said they were going to show up and never did.
- 2 The ramp has not been built yet. There's a two month waiting time.
- 3 We had to add on to the handrail. it's a bit too far away from the door.
- 4 Took a shower and still fell with the grab bars but I think I had soap on my feet.
- 5 Needs to have grab bar in other bathroom as well
- 6 Still waiting on ramp
- 7 Someone from the CIL (that was in her home) suggested that she might get a grab bar for her bath tub; but nobody ever followed up with her about it and she's still waiting.
- 8 The ramp could be more sturdy.
- 9 Keeping in touch, following up
- 10 As far as the CIL, it's a great group of people. It's just he wasn't very helpful. He called at 3pm on a Friday to tell us liability was an issue. We had to borrow \$2000 to build the ramp.
- 11 Still waiting for funding, just have to be patient.
- 12 An evaluation was done and services were promised, but nothing has been received, yet.
- 13 People came into my home and did an evaluation, but nothing has been received yet.
- 14 I would like a platform elevator to access my basement.
- 15 Installed ramp, but took 6 months to finish.
- 16 Need to get the wheel chair lift repaired.
- 17 Has been trying to get assistant with the home but hasn't heard from anyone.
- 18 A stand-in shower. But went with water in the bathroom for 4 months. Loves the grab bars in the shower.
- 19 Did not work.
- 20 Consumer needs more help, The consumer did not get the kind of help that was needed.

Annual IL Outcomes Survey FY16

Did you gain knowledge, skill and/or independence from this HOME MODIFICATION service?

Answer Options	Response Percent	Response Count
Yes	94.3%	432
No	5.7%	26
Answered Question		458
Skipped Question		4036

Did you gain knowledge, skill and/or independence from this HOME MODIFICATION service?

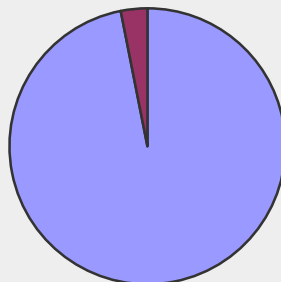


☐ Yes
☐ No

Did this HOME MODIFICATION service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	96.9%	443
No	3.1%	14
Answered Question		457
Skipped Question		4037

Did this HOME MODIFICATION service make a positive change in your life?



☐ Yes
☐ No

Annual IL Outcomes Survey FY16

If Yes, what change did this HOME MODIFICATION service make?

Answered Question 318

Skipped Question 4176

- 1 Can get out of house with ease now.
- 2 Now I can get out in my little rider and get to the doctor and out when I need to.
- 3 Repaired windows, outside antenna up on roof through Office on Aging.
- 4 Able to use my bathroom and shower; mobility is a lot easier.
- 5 It helps me in my active daily living using the ramp and using the hand held shower wand and grab bars.
- 6 I am able to get out of my house now that I have a ramp.
- 7 Put on a back porch.
- 8 It makes it easier for me to get in and out of my home.
- 9 Real positive. I'm able to roll my wheel chair up and down the ramp. I'm able to get my mail.
- 10 I'm able to go in and out of my house safely.
- 11 Received a ramp, super satisfied
- 12 I can be social now because I have independence.
- 13 I've finally got out of my bed for the first time in 7 years.
- 14 Wonderfully pleased! It helped me with fear of falling and going in and out of the house.
- 15 Not only for my wife to get in and out by herself; but for our friends, also.
- 16 Accessibility. I can get in and out in my chair on my own.
- 17 Independence
- 18 They really fixed me up good and have given me everything I've needed to be safe in my home.
- 19 Because I can do a lot of my shower stuff on my own again and has helped me feel like a person again.
- 20 I love the ramp because it is so easy to get up; it gives me more independence.
- 21 I can go down the steps of my back patio thanks to the handrails I received.
- 22 The CIL put a ramp on my home. I was not able to get in and out without my family basically carrying me out. This has helped me so much.
- 23 Stair lift helped me stay in my home
- 24 It helped me a lot to be independent and shower on my own.
- 25 They fixed the ramp on my deck! I am so happy that I tell everybody about them!
- 26 I am able to navigate the steps since they are only 4 inches high now.
- 27 Helped make my home more adaptable. Changed daily living.
- 28 Can communicate and able to know when there is a fire
- 29 It's nice to walk up the ramp grade and walk in. It's easy to get in and out.
- 30 I received a ramp to gain access into and out of the house. When I move in a few weeks I will return it.
- 31 I can afford my utility bills because you insulated my home and the rails outside help me stay stable going up the stairs.
- 32 Provide a healthy living environment
- 33 Your company repaired my roof and basement leak. I couldn't have stayed in my home without your help. You kept the city from condemning me
- 34 I can see my key bored and my screen and I am able to use the internet now
- 35 I received information on how to obtain a ramp. I reached out to my church family and they came out and built it. I would have never thought of that until you all mentioned it and I sure appreciate you.
- 36 The air conditioner helped me breathe better.
- 37 Still waiting for services.
- 38 It the modifications are received they will improve my mobility and the safety of my home.
- 39 Referrals were helpful
- 40 Made it easier for me to get in and out of house and operate lights.

Annual IL Outcomes Survey FY16

If Yes, what change did this HOME MODIFICATION service make?

<i>Answered Question</i>	318
<i>Skipped Question</i>	4176

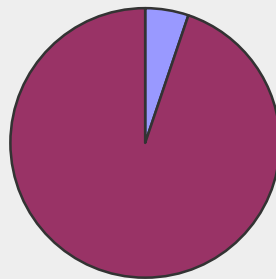
- 41 When the temperature is above 78 degrees, I can't breathe and my heart pumps hard. I need a cool environment; and the air conditioner also filters pollen.
- 42 weatherize my home
- 43 I can stay in my own home and can live on my own without any help
- 44 I was in the hospital and they would not release me to go home until I had a ramp on the front of my house and I couldn't afford to have it put on. I called the CIL and they came out that day and put it on so I could be released from the hospital the next day. I'm so thankful for all that you do for me.
- 45 The home repairs with the ramps and bars made my life so much easier
- 46 I now know if I need assistance who I can call
- 47 I can now fix supper from my wheelchair without having to worry about getting burnt.
- 48 I feel really positive about the future and being able to stay in my own home for the rest of my life.
- 49 Loves her modification.
- 50 The company installed grab bars which I think they saved my life. I used to fall but now I feel safe
- 51 With the ramp, I can get in and out with no problem with my wheelchair. I have an electric wheelchair now, and I can work in the yard. The ramp gave me freedom.
- 52 I needed assistance in getting new steps and roof repair at my home. I was given referral information to call for help. I was able to locate someone to help with that project that I could afford.
- 53 With the shower chair I can be more independent on my own
- 54 Consumer feels safe.
- 55 Consumer feels more independent.
- 56 With the grab bars I feel more stable. This service has given me a feeling of security

Annual IL Outcomes Survey FY16

Did you receive any HOUSING REFERRAL OR ASSISTANCE services? These services are related to receiving information on the availability of housing and completing documentation to secure housing (lease, credit verification, etc.)

Answer Options	Response Percent	Response Count
Yes	5.2%	216
No	94.8%	3952
Answered Question		4168
Skipped Question		326

Did you receive any HOUSING REFERRAL OR ASSISTANCE services? These services are related to receiving information on the availability of housing and completing documentation to secure housing (lease, credit verification, etc.)

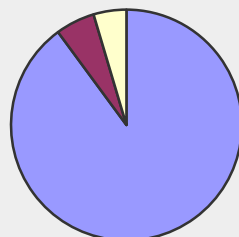


■ Yes
■ No

What was your experience with the HOUSING REFERRAL OR ASSISTANCE services you received?

Answer Options	Response Percent	Response Count
Satisfied	89.9%	196
Somewhat Satisfied	5.5%	12
Dissatisfied	4.6%	10
Answered Question		218
Skipped Question		4276

What was your experience with the HOUSING REFERRAL OR ASSISTANCE services you received?



■ Satisfied
■ Somewhat Satisfied

Annual IL Outcomes Survey FY16

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Housing Referral or Assistance service could have been better.

Answered Question 26

Skipped Question 4468

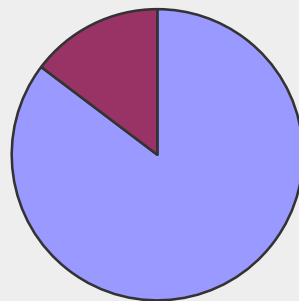
- 1 I guess because they go over information with me but since I am a quadriplegic I can't live alone.
- 2 Wish the apartment was bigger.
- 3 Issues with the aids
- 4 The girl that came to my home sat around and smoked. I had to tell her to do everything.
- 5 Had someone to help with things and that person quit and have not seen anyone since.
- 6 She did this all on her own with no help from any agency.
- 7 Still in the process
- 8 The CIL gave her a number, the number "hung up on her" she never got the help she wanted.
- 9 Nothing happened. Basically, they directed me to a hotline who said no housing was available. I DO have income, needed help anyway.
- 10 I could not get help because of my spenddown
- 11 Not happy with service
- 12 They were not able to help change his current situation.
- 13 Nothing they did helped.
- 14 Still homeless, I stopped receiving help
- 15 Got own place.
- 16 They just sent packets of housing.
- 17 Did better on my own.
- 18 Been shuffled around back and forth with people. The lists of the places aren't safer than where she is now. Can't leave her home, says people will target her as a robbery victim.
- 19 The CIL would call or mail me things. it was all income based.
- 20 Should not limit to housing through only government subsidized housing.
- 21 I feel I should've gotten more help.

Annual IL Outcomes Survey FY16

Did you gain knowledge, skill and/or independence from this HOUSING REFERRAL OR ASSISTANCE service?

Answer Options	Response Percent	Response Count
Yes	85.3%	186
No	14.7%	32
<i>Answered Question</i>		218
<i>Skipped Question</i>		4276

Did you gain knowledge, skill and/or independence from this HOUSING REFERRAL OR ASSISTANCE service?

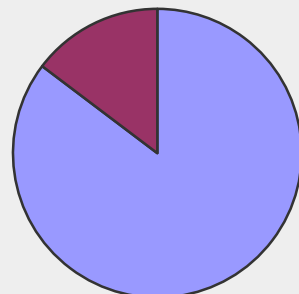


■ Yes
■ No

Did this HOUSING REFERRAL OR ASSISTANCE service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	85.3%	185
No	14.7%	32
<i>Answered Question</i>		217
<i>Skipped Question</i>		4277

Did this HOUSING REFERRAL OR ASSISTANCE service make a positive change in your life?



■ Yes
■ No

Annual IL Outcomes Survey FY16

If Yes, what change did this HOUSING REFERRAL OR ASSISTANCE service make?

Answered Question 113

Skipped Question 4381

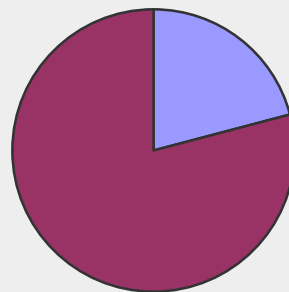
- 1 They helped consumer to find a good place to live.
- 2 They helped give me paperwork to get new housing and assistance.
- 3 I was in a Care Facility. I didn't have family to help, or a place to go, so I had to leave it all to the CIL.
- 4 I was given the contact information and application for housing assistance in my area.
- 5 Was given name and number for housing assistance where I live.
- 6 I am now independent and within walking/biking distance of my job so I don't have to rely on anyone else for a ride.
- 7 I was given information and contacts for housing assistance in my county.
- 8 They have just helped me so much, it's been great. I was able to get HUD housing and I am very grateful.
- 9 I got my own place; I feel safe and am meeting people.
- 10 I can have my own place and decorate it the way I wish.
- 11 Helped me when I was looking for a place to live. It made me more alert about what to expect from the housing people. It was just good for me, gave me an experience I hadn't had for a long time.
- 12 Living independently instead of in a facility.
- 13 Helped me get finances for my rent and electric bills
- 14 I was in the nursing home for three years and I got out.
- 15 she got me in touch with financial aid for utilities
- 16 Now I am on the list and waiting for public housing to open up.
- 17 Breathing better because the new place has no black mold and it was killing me.
- 18 I have a home I can afford to live in before I was struggling so bad I couldn't make it financially
- 19 Living in home she wanted
- 20 Not sure because I lived in my own home for 37 years and now we are looking at Assisted Living arrangements.
- 21 Living on a very low budget so the sliding scale for rent was very help.
- 22 They have helped me get this apartment and I couldn't find one before so they helped me stay by myself and not have to live on the streets
- 23 Because your company helped me to fill out the applications I was able to get my own place
- 24 Everyone was very helpful in helping me fill out application to find a section eight housing. I'm happy now and I can afford to stay by myself, in my own home
- 25 I have a new life and I'm so thankful for you helping me to have it
- 26 I got a home for myself and son so we can be a family.
- 27 I have a home of my own.
- 28 I have my freedom.
- 29 Very satisfied. She loved it.
- 30 Self esteem improved.
- 31 Close to my friends and family
- 32 Helped consumer in providing her with information on housing availability.
- 33 Consumer is grateful to be in the privacy of her own home.
- 34 I couldn't have completed the paperwork on my own it is so overwhelming
- 35 I have always wanted my independence & because of your services I am free
- 36 I'm able to live in my own home & live a much happier life
- 37 My living conditions were very poor before I'm thankful for the help finding a new place to live

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Did you receive any INDEPENDENT LIVING SKILLS TRAINING services? These may include instruction to develop independent living skills in areas such as personal care, coping, financial management, social skills, and household management. This may also include education and training necessary for living in the community and participating in community activities.

Answer Options	Response Percent	Response Count
Yes	20.9%	869
No	79.1%	3294
Answered Question		4163
Skipped Question		331

Did you receive any INDEPENDENT LIVING SKILLS TRAINING services?

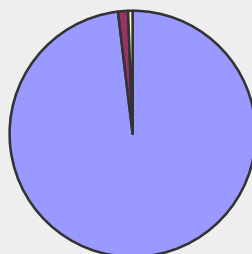


■ Yes
■ No

What was your experience with the INDEPENDENT LIVING SKILLS TRAINING services you received?

Answer Options	Response Percent	Response Count
Satisfied	98.2%	853
Somewhat Satisfied	1.3%	11
Dissatisfied	0.6%	5
Answered Question		869
Skipped Question		3625

What was your experience with the INDEPENDENT LIVING SKILLS TRAINING services you received?



■ Satisfied
■ Somewhat Satisfied
■ Dissatisfied

Annual IL Outcomes Survey FY16

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Independent Living Skills Training service could have been better.

Answered Question 24

Skipped Question 4470

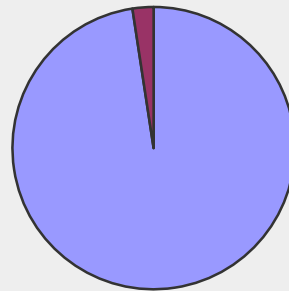
- 1 Working on budgeting
- 2 Workshops could have been more helpful; had issues with Medicaid workshop
- 3 They don't pay the attendant enough money for all that she does for him.
- 4 I was trained to hire and schedule my own care taker
- 5 Time sheet, training own staff (PCA)
- 6 Training was good- have needs met now
- 7 The CIL is trying to help find housing because her and her son are homeless. They tried to help but they cannot get any help
- 8 Did not help at all, needing help with assistance with gas and bills.
- 9 My independent specialist could've known more about the CIL.
- 10 Looking forward to coming back to the gym and using it more.
- 11 Consumer reported the CIL did not provide him with any services or do anything to make a positive change in his life.
- 12 no one answered the calls I made from my referrals
- 13 "When I broke my shoulder I needed someone to come clean for me"
- 14 Service was good, just needs more information on specific situations.

Annual IL Outcomes Survey FY16

Did you gain knowledge, skill and/or independence from this INDEPENDENT LIVING SKILLS TRAINING service?

Answer Options	Response Percent	Response Count
Yes	97.6%	848
No	2.4%	21
Answered Question		869
Skipped Question		3625

Did you gain knowledge, skill and/or independence from this INDEPENDENT LIVING SKILLS TRAINING service?

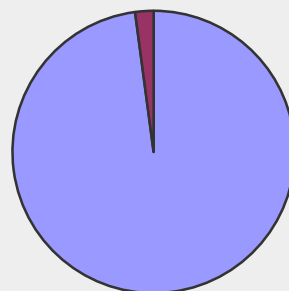


■ Yes
■ No

Did this INDEPENDENT LIVING SKILLS TRAINING service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	97.9%	848
No	2.1%	18
Answered Question		866
Skipped Question		3628

Did this INDEPENDENT LIVING SKILLS TRAINING service make a positive change in your life?



■ Yes
■ No

Annual IL Outcomes Survey FY16

If Yes, what change did this INDEPENDENT LIVING SKILLS TRAINING service make?

Answered Question 510

Skipped Question 3984

- 1 Cooking class; learned so much, consumer is a better cook now and wants another class!
- 2 Understand paperwork.
- 3 Printed off manuals.
- 4 Giving more independence with knowledge in writing Checks, addressing envelopes, and social skills.
- 5 Better budgeting skills
- 6 I learned how to balance my checkbook and manage my money.
- 7 I got help with a utility assistance application. This helps out a lot.
- 8 More social, outgoing. Less isolated.
- 9 Able to live at home.
- 10 Moving forward in life.
- 11 knowledge gained.
- 12 Taught me cooking classes
- 13 I was able to get information from the ILS about how to get around my home much easier.
- 14 Care closet has been a big help.
- 15 Care closet helps me out when I need it.
- 16 Learned to cook and learning about public transportation.
- 17 To be more independent.
- 18 Be more safe and be more active and is going to go to arthritis class
- 19 It made it easier to work with the person that is helping me. To be able to work with the aid as my employee.
- 20 They did what they promised to do.
- 21 Learned to cook
- 22 I have learned what kind of stuff I need to know for when I move out
- 23 It is helping him get his gad.
- 24 Knowing if I make more money I may lose some other assistance.
- 25 I learned how to eat with adaptive equipment after training.
- 26 It gave me the ability to stay in my home and have someone take care of me and not having to go to a facility.
- 27 I don't live with my mom anymore.
- 28 Received training on TAP phone which the consumer reported he is satisfied with and currently uses.
- 29 make sure that I get help I need
- 30 I was able to spend the winter in my home safely
- 31 Helped find a new place to live.
- 32 It help me to learn to pay my own bills, cope with two other individuals.
- 33 I gained knowledge on how to get things done.
- 34 learn how to ensure my personal care is done for me
- 35 I am able to hire and schedule my own home health worker
- 36 She stated yes it did make a positive change in her life. She is able to manage her household.
- 37 He stated positive because he did gain a new skill of managing his household.
- 38 I schedule my own help
- 39 learn how to be own boss and hire my worker
- 40 I am trained to manage and schedule my own home health worker independently
- 41 I received training on my shower chair and I do not know what I would do with out it. I can get in the shower with out help.
- 42 I was taught to use the new adaptive phone and now I can talk on the phone
- 43 My son participated in Kids in the Kitchen and his favorite part was the eating what they cooked.
- 44 Physical therapy helped with mobility.
- 45 I'm trying to become more independent by getting a driver's license

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If Yes, what change did this INDEPENDENT LIVING SKILLS TRAINING service make?

Answered Question 510

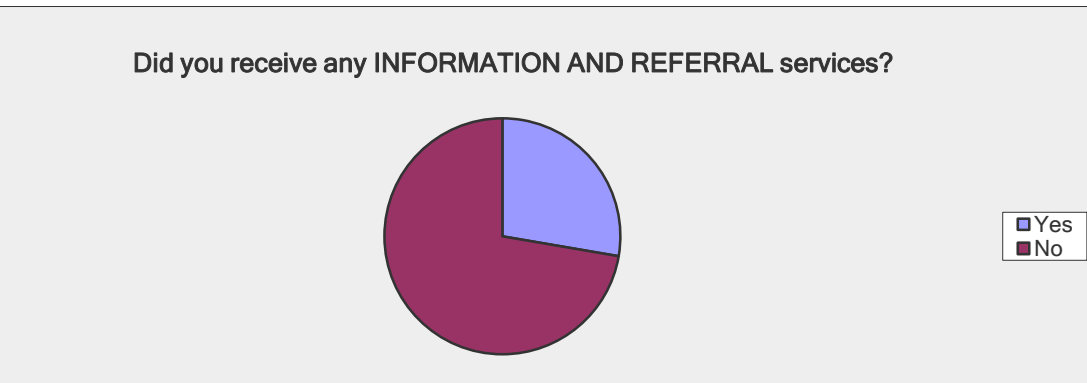
Skipped Question 3984

- 46 I learned how to use my cane correctly
- 47 obtained a drivers license
- 48 Learned basic of computers
- 49 I learned how to use a sock aid and a reacher.
- 50 I have a hard time seeing and learned how to use my iPhone with apps to help me see
- 51 I am have never folded a T-shirt before and now I know how. I have also learned how to make a knot. I am learning things to help me live independently.
- 52 Gave me understanding about self-directing care
- 53 My son is going thru your drivers ed program at school which I never thought he would be capable doing. He is very happy and satisfied with the program
- 54 I've been able to keep my sanity and my independence
- 55 I am learning how to drive and eventually pass my driving test. This will help me become more independent and able to get around by myself and I can not wait.
- 56 My husband is now a truck driver and I had to learn how to budget our money and pay bills. I learned how with a checkoff list and I am doing great. I also had to learn how to keep the house clean with a chore list and learn to make my kids help me. It is working out great!
- 57 I learned how to fill out time sheets for my attended and now know how to direct my own services.
- 58 Consumer received training on how to use his TAP phone.
- 59 I received my driver's license
- 60 I learned how to use my transfer bench
- 61 I know about Tap I and how it can help me and I now know what Jaws with the dragon is.
- 62 I know how to use my phone
- 63 It has made me more confident
- 64 I was able to get my driving permit
- 65 Managing my stress
- 66 Gained Independence
- 67 I learned how to save money by menu planning, crock pot / freezer meal planning, Kraft 1 Bag / 5 meal plan, how to make your own laundry detergent. By learning how to do these things I have saved money and eating healthier. The laundry detergent lasts a long time and I don't have to buy fabric softener.
- 68 Teaching me to advocate for myself so I could get the power chair I needed. I am an avid hunter and my insurance at first didn't want to pay for what I needed and with your help I was able to get it.
- 69 I learned how to menu plan and budgeting to save money which has really helped me
- 70 These trainings have given me information I can use in my daily life.
- 71 Gained a lot of strength from participating in the exercise program and helped him recover from a health set back.
- 72 I learned to interview
- 73 Said she needs a lot more.
- 74 I felt like the instructors were very good and empathetic. Good leadership.
- 75 The classes were awesome! I still practice it today.
- 76 My social skills have improved
- 77 Taught her to take care of herself better.
- 78 The equipment I received has made it possible for me to move around independently & get to where I need to go
- 79 Consumer was trained on how to hire and fire attendants and how to clock in and out using the Telephony system. She also received training on filling out time sheet training in case she wasn't able to use telephony call in. Consumer was trained on use of additional monthly time for transportation.

Annual IL Outcomes Survey FY16

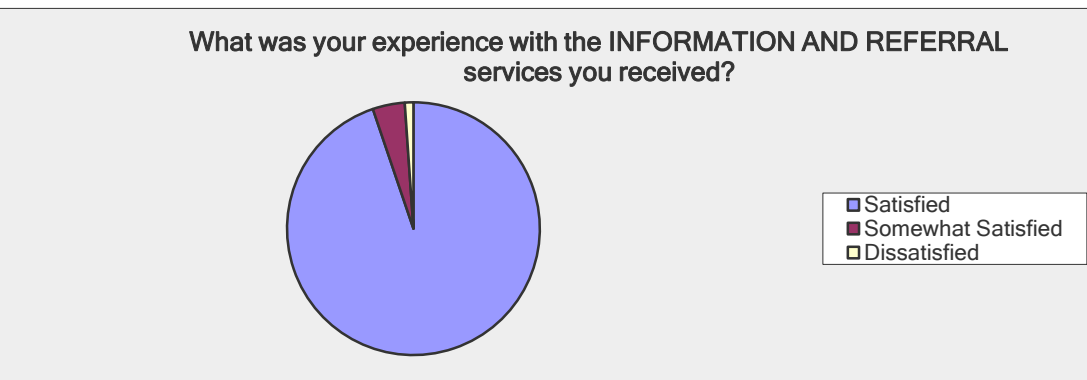
Did you receive any INFORMATION AND REFERRAL services? This service includes any information and/or referral of other agencies, community programs, services, and/or activities. A follow-up contact is necessary for each information and referral provided to the consumer. Examples of this include referrals to healthcare agencies, food banks, transportation providers, recreation, public assistance facilities, and employers.

Answer Options	Response Percent	Response Count
Yes	27.7%	1151
No	72.3%	3001
Answered Question		4152
Skipped Question		342



What was your experience with the INFORMATION AND REFERRAL services you received?

Answer Options	Response Percent	Response Count
Satisfied	94.8%	1092
Somewhat Satisfied	4.1%	47
Dissatisfied	1.1%	13
Answered Question		1152
Skipped Question		3342



Annual IL Outcomes Survey FY16

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Information and Referral service could have been better.

Answered Question 45

Skipped Question 4449

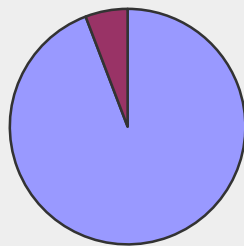
- 1 Get more descriptive about helping. I need to know exactly what is available.
- 2
- 3 Most of the homes on the list were old, the information was. Need more current information.
- 4 I didn't use the list of plumbers given to me. I used Angie's List instead and the guy never showed.
- 5 Only have two days a week to drive.
- 6 I need a cane - am still trying to get one
- 7 Connections to other cancer programs for assistance
- 8 They told me that I was diabetic and I was not and the training was not very good.
- 9 Did not gain anything from it.
- 10 They were no help, very dissatisfied.
- 11 lot of papers on different programs - I don't use any of them though
- 12 I wish the bus schedule would be more conducive to my schedule
- 13 The agency needs to have a program to help people with spenddowns
- 14 No one could help me.
- 15 was not helpful
- 16 She can't move to any of places on the lists.
- 17 I received the information but no assistance was available regarding housing funding assistance.
- 18 HUD housing, I could not find nothing.
- 19 A staff person referred her to a dentist.
- 20 The consumer stated the information was fine the consumer was disappointment that more couldn't be done about home repairs
- 21 Unable to use information given.
- 22 "I thought he would have gone over what he sent me in the mail instead of just sending it."
- 23 Telephony system could be better.
- 24 Was provided information but when I contacted the other business, they had no funding available. Was told to check back in a few weeks.
- 25 Was provided phone numbers to call but I have no transportation of my own. I will need someone to pick me up at my home. There are no resources to help me.
- 26 cant use some of the resources because I'm middle class

Annual IL Outcomes Survey FY16

Did you gain knowledge, skill and/or independence from this INFORMATION AND REFERRAL service?

Answer Options	Response Percent	Response Count
Yes	94.2%	1085
No	5.8%	67
<i>Answered Question</i>		1152
<i>Skipped Question</i>		3342

Did you gain knowledge, skill and/or independence from this INFORMATION AND REFERRAL service?

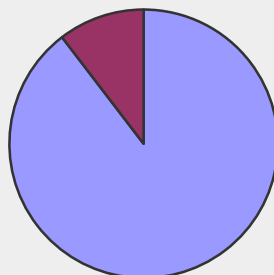


☐ Yes
☐ No

Did this INFORMATION AND REFERRAL service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	89.6%	1030
No	10.4%	120
<i>Answered Question</i>		1150
<i>Skipped Question</i>		3344

Did this INFORMATION AND REFERRAL service make a positive change in your life?



☐ Yes
☐ No

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If Yes, what change did this INFORMATION AND REFERRAL service make?

<i>Answered Question</i>	529
<i>Skipped Question</i>	3965

- 1 Led me to resources in my area that I could tap into to benefit me
- 2 Knowing where to go for help.
- 3 Very helpful when needed.
- 4 I was told about additional benefits and services that I may be eligible for. This was good information.
- 5 I received information on pharmaceutical assistance. I get help paying for my monthly prescriptions. This saves me a lot of money. I can stay in my home and pay my bills.
- 6 I was given contact to agency that provided me additional assistive technology for my vision loss. I am safer at home and more independent.
- 9 I receive information on housing assistance and utility assistance. This helps me out each year. I am able to stay in my own home.
- 10 I was made aware of all services I may be eligible for. I was given names and phone numbers to call. I did not know before.
- 11 I received information on the Missouri property tax. I received information on other financial benefits
- 13 I was having problems with services. Helped me better understand how bills are calculated. I had several people not want to talk with me until I got the CIL involved.
- 14 They were able to send me directly to the place I need to go to get the help I needed.
- 15 I don't feel so hopeless. It makes information easier to get in one place.
- 16 Found out about Rehab Services for the Blind
- 17 I was informed about a lot of things that I didn't know, and I learned how to talk to people to help get things changed.
- 18 It helped me to advance my understanding of a couple of things. The computer went down on me but when I had it, it was very beneficial to me. Finding out other informative ways of contacting other people who may have similar things I was going through, it was a huge help to me.
- 19 It helped me know what dentists were close in the area to get a dentist appointment.
- 20 It has helped me find resources in my area to pay utility bills and to fix my home. The referrals I've used for extra food when I need it.
- 21 Found a place to live in Springfield.
- 22 I received discounts to help me get my meds at a discount price and receive life line. Now I feel more secure in my home
- 23 Got information on the local food banks.
- 24 It helped me to understand my options so I could make an informed decision.
- 25 I am able to get out in the community.
- 26 She stated yes it made a positive change because she learned about resources in this area that she was not aware of.
- 27 She stated that because of the service she was able to obtain information on local transportation, community resources, and information about her disability.
- 28 Received resource ideas for power chair.
- 29 I had no idea where to search for assistance in purchasing a power wheel chair. The IL Manager assisted me by making phone calls a arranging appointments with a durable medical supplier.
- 30 She stated that the change has been positive and that because of the service she learned about resources available to her.
- 31 Received info on Sheltered Workshop.
- 32 He stated that because of the service he learned about resources to help him stay independently in his home.
- 33 She stated that she learned about resources and programs offered regarding her hearing loss.

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If Yes, what change did this INFORMATION AND REFERRAL service make?

<i>Answered Question</i>	529
<i>Skipped Question</i>	3965

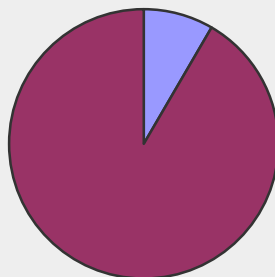
- 34 I received information about meals on wheels and now have my meals delivered to me. I no longer have to worry about not having transportation to go to the store.
- 35 You referred me to Living Word Baptist Church for assistance with a ramp. They were here within two days and had it done. My yard is multilevel so no I can get to my lower level outside
- 36 It was really helpful. Found an attorney through the CIL. Free representation.
- 37 My home burned down and you gave me information for the Hope Foundation. They were a huge help with getting us back on our feet again.
- 38 The different services your center offers the community is just wonderful. I didn't have insurance and I am so grateful that you assist with canes.
- 39 I received information for MO Show Me Loans to make my bathroom wheelchair accessible. I haven't done it yet but I have the information in case I every decide to go that route.
- 40 I learned a lot of different vision services out there. I use the Wolfner Library quite often now
- 41 I received information about USDA Rural Development for assistance with home repairs.
- 42 I received an information packet about your facility. I didn't realize you all did so much there.
- 43 Yes, I was Referred to someone who taught me about Tap I and provided me with a phone that was easy to see. I am able to call my friends and family with no problem.
- 44 I was given information for free dental care and was able to get my teeth worked on.
- 45 I received information on the driving program and a referral was made to help get me into the driving program. I am in study group and learning how to take my permit test. This has changed my life because I have someone who does not stress me out while study and takes their time helping me learn.
- 46 Not only did I learn about what your center offers but you gave me information for other budgeting classes offered in the community. It has really helped me and my family so much.
- 47 I learned about Influenza vaccines and where to get them with little to no cost.
- 48 I received information from Hearing Loss Association of America Resources. This helped me understand my disability and allowed me to receive help that I did not know was available for me.
- 49 Consumer reported that the information he received about Medicare, CLAIMS, and Medicare Rx made going to the doctor a lot easier.
- 50 The information was very informative that you all gave me. I was able to get my van modified through the Show Me Loan so I am very independent now
- 51 I learned about local food pantries which has really been helpful with my budget.
- 52 I didn't know where to turn for transportation services and voting and just day to day questions and I'm so secure knowing your there to help me
- 53 The consumer is in the process of getting a power chair with a referral being made for her to a med supplier. The consumer hasn't completed the process but she states the referral is very helpful from her case manager
- 54 The consumer received information and a referral to Rural Development to get repairs done on her home. The consumer hasn't gotten the repairs but is getting closer to getting them started. The consumer is happy because she will have an accessible bathroom once its done due to the information and referral.
- 55 With the information he was able to buy his own devise for his car to help him get in and out safely.
- 56 When attending the Support Group Meeting I was given the name of the road commissioner in my county and I called and they came out and fixed my driveway so my attendant could get up the road to take care of me. They even said they will come out and put gravel on the drive so it won't wash when it rains.
- 57 These services have given me the ability to survive on my own & have a freedom again. something I haven't had in a long time
- 58 I appreciate you helping me find other organizations who helped me lower utilities & mobility access

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Did you receive any PEER SUPPORT services? Counseling, teaching, information sharing, and similar kinds of contact provided to consumers by other people with disabilities.

Answer Options	Response Percent	Response Count
Yes	8.4%	348
No	91.6%	3794
Answered Question		4142
Skipped Question		352

Did you receive any PEER SUPPORT services? Counseling, teaching, information sharing, and similar kinds of contact provided to consumers by other people with disabilities.



☐ Yes
☒ No

What was your experience with the PEER SUPPORT services you received?

Answer Options	Response Percent	Response Count
Satisfied	93.4%	328
Somewhat Satisfied	4.8%	17
Dissatisfied	1.7%	6
Answered Question		351
Skipped Question		4143

What was your experience with the PEER SUPPORT services you received?



☒ Satisfied
☐ Somewhat Satisfied
☐ Dissatisfied

Annual IL Outcomes Survey FY16

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Peer Support service could have been better.

<i>Answered Question</i>	23
<i>Skipped Question</i>	4471

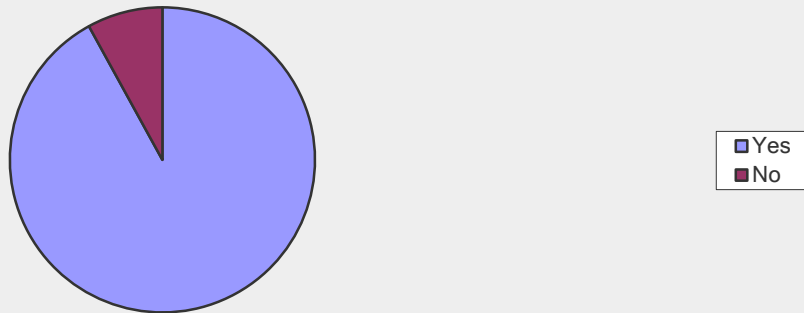
- 1 It doesn't seem like they contact me like they are supposed. Not as frequently as they should.
- 2 Would like to see a list of dollar amounts for social club events a couple months before the event. And have events planned out further in advance, maybe 2 or 3 months.
- 3 The traumatic brain injury group is helpful but has dwindled down and is starting to re-form again. I have had depression problems attending myself.
- 4 Eliminated groups that I used to go to. Women's group and PAVE group. None of the existing groups apply to me.
- 5 It was a disappointment because it was canceled. Cancer support
- 6 A nurse came to visit her every Tuesday.
- 7 arthritis support group really helps me make it through the week
- 8 not totally involved in peer support at this time
- 9 I've been given 3 people to work with but they don't need a lot of help. I'd like to be able to help them more.
- 10 Good peer support service
- 11 Consumer reported RAIL did not provide him with any services or do anything to make a positive change in his life.
- 12 only one time, not much
- 13 Mike is overwhelmed.
- 14 If they had a GED course.
- 15 more variety of peer support programs
- 16 Socially I didn't get enough back support. I didn't feel up to the level of the others. It was hard for me to blend in. I wasn't given enough support back.
- 17 I feel like when it comes to benefits and helping it could be more organized. The groups could be more informative.
- 18 they didn't let her come every month only every 3 months and that was too long
- 19 need closer home visit with her not every 3 months
- 20 Its a struggle. Its hard for me to be a client because I use to work for the club house.
- 21 Family and friends helps out

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Did you gain knowledge, skill and/or independence from this PEER SUPPORT service?

Answer Options	Response Percent	Response Count
Yes	92.0%	323
No	8.0%	28
Answered Question		351
Skipped Question		4143

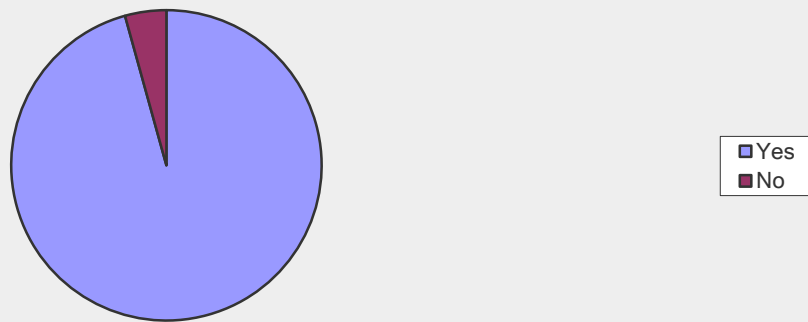
Did you gain knowledge, skill and/or independence from this PEER SUPPORT service?



Did this PEER SUPPORT service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	95.7%	333
No	4.3%	15
Answered Question		348
Skipped Question		4146

Did this PEER SUPPORT service make a positive change in your life?



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If Yes, what change did this PEER SUPPORT service make?

<i>Answered Question</i>	175
<i>Skipped Question</i>	4319

- 1 A positive part of her life.
- 2 Really enjoy talking with others.
- 3 Support group "choose to move"; mentor to his peers; good to talk with.
- 4 When we go fishing, we can get peace of mind.
- 5 It got me out of the house.
- 6 I got to get out and meet new people.
- 7 I am receiving peer support, I am talking with others who have my disability.
- 8 I liked being around my friends and the base classes.
- 9 Consumer was around peers who are similar to him and he was able to make friends.
I know there's people out there that care about other people. People in my situation don't have to stay
- 10 locked in.
- 11 I get out and socialize with people; I feel good about living.
- 12 Gave me a network of people to talk to.
- 13 Made me realize that how knowledgeable they were.
- 14 I attend the TBI group.
- 15 It's the only way I can get out and see people.
- 16 I love it. It gets me out and thinking of something else.
- 17 I got a whole lot of information.
- 18 The painting group helped get me out of the house to socialize, which I don't do normally.
I had a lot of death in my family and they were able to talk me through it - with talking to them and with
- 19 referral information of people to talk to.
- 20 Having a sounding board is good. Sometimes it is overwhelming.
- 21 When they tell me if something is coming up and I get the chance to appear at a meeting, for example.
It has made me realize that I am not the only one out there that is struggling through this and there is
- 22 help for me.
- 23 I learned how to look up things that I need.
- 24 The RESPECT helped me understand mental illness.
- 25 It was good support for me.
- 26 Your Life is awesome. I can come and see my friends and do fun things.
It gets you out, a chance to talk to somebody and give feedback if I'm upset about something.
- 27 Transportation is a big issue and they are aware of it.
- 28 He is able to go to dances and things like that and interact with other people that have disabilities.
- 29 I give back as a result of peer support and friends.
- 30 I can get out and do stuff with my friends.
- 31 having someone to talk on his side
Trying to recruit more people to get interested in social club. To make new friends and not feel so
- 32 lonely and like the nutrition classes and recipes.
Gives her something to look forward to. Loves to go to the Your Life events, but now that she is working she doesn't get to go as often because she is tired from being at work all day. But CIL does a
- 33 great job and she really enjoys it.
- 34 If they didn't offer to come pick me up then I wouldn't have any way to get to social club or their events.
- 35 Made new friends and to have people I can connect with.
Everyone is so nice and she's able to socialize at the events and the staff and volunteers are so nice
- 36 and attentive to everything. It is just great.
- 37 made me more confident in the things I can do with out seeing as well
- 38 It was good to get out and go somewhere and meet some new people.
- 39 I have a person like me that I can talk to and understands me

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If Yes, what change did this PEER SUPPORT service make?

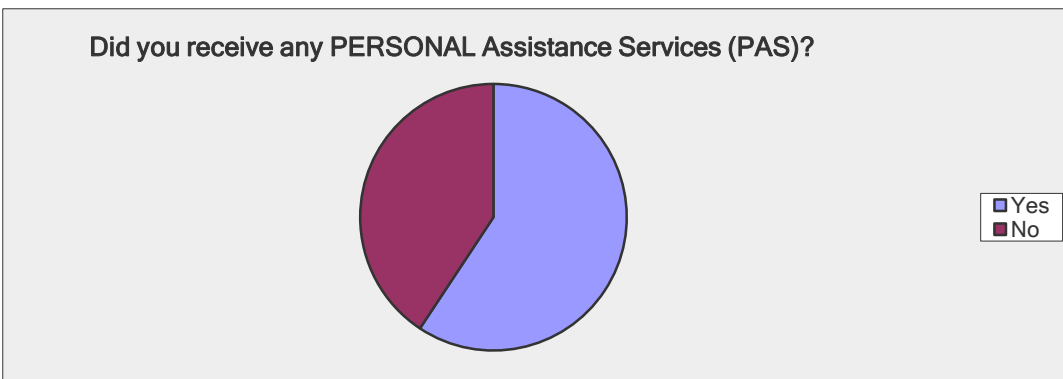
<i>Answered Question</i>	175
<i>Skipped Question</i>	4319

- 40 A match was found for me. He understands the barriers I face and helps me cope. I have someone to talk to.
- 41 I have been attending a monthly Peer Support Group Meeting at Steelville and I have received information on diabetes and many other issues that have really helped me. But most of all I have made new friends and I feel very comfortable talking and sharing problems that I have experienced.
- 42 I manage my arthritis symptoms with a lot of help from people that have arthritis and volunteer to help others with exercise and support group.
- 43 I can talk to someone who understands me
- 44 Helped me feel more comfortable about my disability and connect with others just like me.
- 45 My son participated in Wii Accelerate for Youth. He enjoyed this service.
- 46 I really enjoy talking to my partner on the peer to peer network program. My family isn't very supportive with my health issues and my support person is very knowledgeable and understanding.
- 47 The consumer stated that through peer support she has gotten into other counseling for herself and children and it has made improvement in her life over all.
- 48 The consumer stated that having peer support is helping with her social anxiety and she is becoming more outgoing in the community
- 49 The consumer stated that she set an important goal this year and with the encouragement she gets through peer support she met the goal
- 50 Gave consumer a confidence boost.

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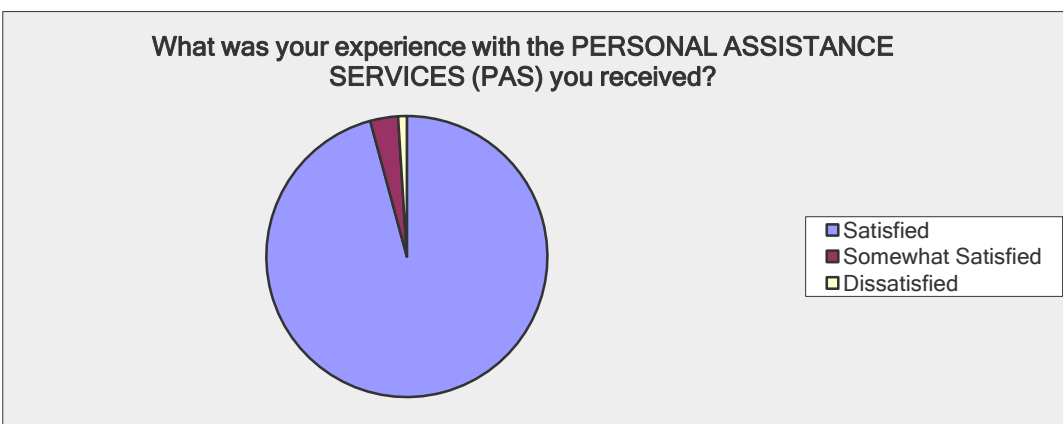
Did you receive any PERSONAL ASSISTANCE SERVICES (PAS)? These include, but are not limited to, assistance with activities of daily living such as bathing, toileting, meal preparation, transportation for medical appointments and household shopping, housekeeping, and medication setup.

Answer Options	Response Percent	Response Count
Yes	59.3%	2452
No	40.7%	1683
Answered Question		4135
Skipped Question		359



What was your experience with the PERSONAL ASSISTANCE SERVICES (PAS) you received?

Answer Options	Response Percent	Response Count
Satisfied	95.8%	2345
Somewhat Satisfied	3.2%	79
Dissatisfied	1.0%	25
Answered Question		2449
Skipped Question		2045



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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Personal Assistance Services (PAS) could have been better.

<i>Answered Question</i>	125
<i>Skipped Question</i>	4369

- 1 Health crisis not handled well by CIL nurse. She was having seizures and nurse left; consumer switched nursing service.
- 2 I've been unable to get an attendant approved.
- 3 It's hard to keep help. I hire family when I can, but they don't always want to work. Then I have to do without.
- 4 It's hard to keep a worker.
- 5 I don't have an attendant. I'm switching services. I am not happy.
- 6 I need more services and DHSS won't provide overnight.
- 7 would like hour long more per week
- 8 My attendant doesn't always come to work, so stuff doesn't get done.
- 9 I have to do all the work. The CIL makes me do all the paperwork.
- 10 Satisfied with CIL service, but we think my attendant was an addict, we just started back up 3 months ago with our "daughter" but I had to let her go. It's hard to find someone you can trust in your home.
- 11 I liked my old aid and don't really like my new one.
- 12 Still waiting for my assessments.
- 13 Had a bad experience with my current aid.
- 14 Haven't found anybody yet.
- 15 I have spend down issues that affected service.
- 16 Declined to answer.
- 17 Had been on CDS before with a CIL and this time DHSS stated I did not meet qualifications, not once, but twice.
- 18 The referral list could be deeper. The prior attendant quit without any notice and I was left in a position without having anyone. The CIL has no power when it comes to this. This attendant was taking more hours with another consumer. I had no notice. The CIL had no power to institute any forcing of the attendant giving more notice.
- 19 Timesheets were lost in the mail.
- 20 They torn up things.
- 21 It took a long time and many corrections to get my attendants approved.
- 22 I am currently without an attendant and looking for a new one.
- 23 I haven't had a worker for several months. I'm mad because it's taking a long time for my son to obtain a good cause waiver.
- 24 I've been struggling to find a new attendant. All the ones on the list have not returned my calls.
- 25 Consumer had to quit getting in-home care because he could not afford it.
- 26 In-home had so many different aids that it's hard to get used to.
- 27 Very dissatisfied with the in-home person. All she does is watch TV and she doesn't even show up half the time.
- 28 One of my workers wanted a change and a change was made, but it I didn't know it was my responsibility for replacing her.
- 29 She would go through things and rearrange things in my house.
- 30 every other day don't show
- 31 Dissatisfied with office services because it took so long to get the in home care started.
- 32 Calling in not working well, not getting paid like they should. Call in service not effective.
- 33 if my worker wasn't so lazy
- 34 The new phone system you implemented is problematic. It is a major pain in the butt.
- 35 It would be nicer to have internet access to keep track of attendant hours.
- 36 Getting the right people to do the job.
- 37 With the right helper it was good
- 38 They refuse to pay my PCA if the date is not on the timesheet. They mail it back to you. It takes forever. It's not right. You can have one day off and they don't get paid. I think that's fowl.

Annual IL Outcomes Survey FY16

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Personal Assistance Services (PAS) could have been better.

<i>Answered Question</i>	125
<i>Skipped Question</i>	4369

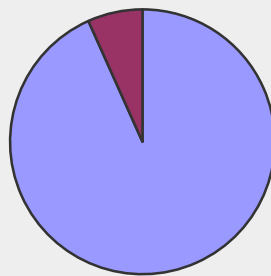
- 39 The attendant does not get paid enough for all that she does for him.
- 40 I was not getting the kind of care hat I needed.
- 41 Received In Home Services and did not like the Personal Attendant or the person who signed her up for services
- 42 I need someone every day. I can't cook for myself. I have a temporary home aid once a week until they can get me a regular worker. I have changed services last month and it is hard to get someone everyday.
- 43 I couldn't keep an attendant around. They always quit on me. I don't really know how to make it better.
- 44 She stated that she wished she qualified for more hours.
- 45 Very dissatisfied with the person who came to my house to help me. I had to tell her what to do and how to do it.
- 46 Was satisfied with service until her daughter quit working for her and then she could not get another trust worthy worker
- 47 I think the attendants should get mileage.
- 48 Because of spenddown
- 49 She didn't understand why her services were terminated.
- 50 I think my attendant is underpaid.
- 51 There's one aspect of our CDS program that makes it difficult for me. Because of the limitation that attendants can only work for one participant at a time regarding finding available attendants.
- 52 I couldn't get good help and had to go to an in-home and couldn't get them because their in-home did not cover my county
- 53 Provide more information.
- 54 Their payroll is messed up! That's the only thing. When they switched from timesheets to the phone it became a problem, it's unreliable. I know they did it for a reason though.
- 55 To find out how someone works before they are hired
- 56 The services would have been good to continue but due to huge increase in her spend down she chose to close the services. Her spend down amount went from \$24 to \$443. She said there is no way she can afford that. Consumer was referred to talk to Medicaid specialist if she wanted to see about meeting spend down later.
- 57 For the most part the consumer was satisfied with being able to have an attendant but just before March of 2016 she was told she would no longer be Medicaid eligible and be treated under the breast cancer plan - because she turned 65. She wasn't aware of this at the time and her attendant (who has 2 kids to support) worked 3 days and didn't receive pay for it. The consumer received a letter stating she wouldn't be eligible after the fact - after her attendant worked the 3 additional days. Consumer feels like "the government dropped a bomb on her". Now she has to pay \$165.00 a month for a Medicare supplemental plan to continue treatment at home. Consumer said she has a machine to use at home to treat Lymphedema and she's not able to use it. She said there are 3 different things that have to be hooked up and she's not able to do it on her own. So she isn't using the machine. She said she has developed tremors due to the stress of everything.
- 58 I could use more hours as my lupus is getting worse
- 59 Consumer states he only receives 45 minutes a day x 7 days. He said that's just not enough time. He feels when he put in for extra time they didn't allow him to answer the questions right. He said they basically told him since his girlfriend lives with him she would be able to do most of the work the consumer would need. Consumer said he may be moving again later and check then about getting more time. He said having an attendant is a good thing and it's helpful for him; but just not enough time with only 45 minutes a day.

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Did you gain knowledge, skill and/or independence from PERSONAL ASSISTANCE SERVICES (PAS)?

Answer Options	Response Percent	Response Count
Yes	93.3%	2285
No	6.7%	164
<i>Answered Question</i>		2449
<i>Skipped Question</i>		2045

Did you gain knowledge, skill and/or independence from PERSONAL ASSISTANCE SERVICES (PAS)?

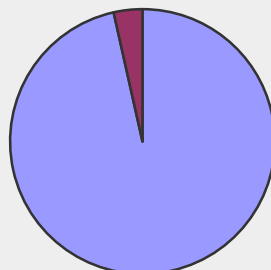


■ Yes
■ No

Did PERSONAL ASSISTANCE SERVICES (PAS) make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	96.5%	2362
No	3.5%	86
<i>Answered Question</i>		2448
<i>Skipped Question</i>		2046

Did PERSONAL ASSISTANCE SERVICES (PAS) make a positive change in your life?



■ Yes
■ No

Annual IL Outcomes Survey FY16

If Yes, what change did PERSONAL ASSISTANCE SERVICES (PAS) make?

<i>Answered Question</i>	1765
<i>Skipped Question</i>	2729

- 1 Allows my dad to work while I am being taken care of.
- 2 Helped me be more independent in my own home.
- 3 It allows me to do better where you want to do better. It motivates me to do things myself.
- 4 They help me clean and get in and out of the shower (aids).
- 5 I feel better about myself.
- 6 Able to live at home.
- 7 It makes me feel better because my house is clean.
- 8 It got me out of the nursing home. I take regular baths.
- 9 I learned how to use my left hand. I can brush my hair and my teeth. I can do a lot more.
- 10 Ye, I love my girls and even my cat loves them. They are nice and calm and very sweet. My nurse has had to get onto me about drinking my water but I understand and am doing a lot better than I was.
- 11 I'm truly housebound. I cannot do things around the house. I cannot live a normal life without the help.
- 12 It's hard to ask people to help you when you don't have the means to pay them. It helps a lot. Sometimes I can get depressed. It's good to know someone is coming by to check on me.
- 13 Don't have to have a stranger as a housekeeper.
- 14 Let's her live at home but having trouble keeping aids.
- 15 She is able to help me take my showers and keep my house clean.
- 16 Because they do things that I'm not able to do anymore.
- 17 They send me a list of people who are in my area that are able to be an aid.
- 18 I'm starting to use walker less and cane more and they do help with laundry.
- 19 She's no longer in the nursing home.
- 20 I can continue to live on my own because of these services.
- 21 My disease isn't curable, but having help gives me independence.
- 22 It's very helpful. The attendant can do things around the house that I couldn't since my wreck.
- 23 She helps me do everything I need to get done because I cant get up on my own and she helps me get up for the day and down for the night. She does house work laundry store and does everything I ask.
- 24 Able to live outside of a nursing facility and be in his own home, come and go as he likes.
- 25 I can live by myself in my own apartment. I get to live independently, I wouldn't be around with out independence. Happy with services.
- 26 Can stay home and have person of my choice take care of me.
- 27 Keeps me out of a nursing home.
- 28 I can stay in my own home and have who I want take care of me.
- 29 I am able to do the things I can on my own. The services have helped me to understand my limitations and when to ask for and accept help.
- 30 It helps me do the things I can't physically do.
- 31 My legs don't work and they give out. I fall and get hurt. With my help, I don't have to worry anymore.
- 32 It's kept me from having to reach up and down with my arm which aggravates my problems.
- 33 He helps me be able to still live my life. The meals are a big thing. I can't stand for long periods of time.
- 34 It kept me from having to go to a facility. It lets me have a clean home, meals and gives me life.
- 35 It's allowed me to be independent. I keep my house more clean, my personal care is done regularly, and I'm much happier.
- 36 Independence is key. That is #1 for me. I have been able to stay in my home. That means more than anything.
- 37 They are teaching me different ways to live by myself or with my dad, ways to take care of myself. Like how to get in and out of the bathtub.

Annual IL Outcomes Survey FY16

If Yes, what change did PERSONAL ASSISTANCE SERVICES (PAS) make?

<i>Answered Question</i>	1765
<i>Skipped Question</i>	2729

- 38 I don't feel like I have to do everything myself anymore. I feel independent, but I don't feel like that workload is all on me right now.
- 39 It has helped me in my hope a lot and helped me to get things done that were not getting done, like brushing my hair and other normal every day things.
- 40 Freedom. I am not confined. I am not an institutionalized individual, but it does give you a great deal of freedom and to be in your own home setting. Not being felt like things had to stop for you just because you became disabled and this changed your life. It gave me a sense of happiness and relief. I was able to breath again. If I went another route, it would have been more devastating to me than anything else.[]
- 41 Not having to do all the things. My pain level doesn't increase anymore than it already is. It helps to get things done that I can't do.
- 42 I have less falls from having to do so much for myself like before.
- 43 Help to stay in my home and have my family who speaks Romanian care for me.
- 44 Hard to live in a culture that speaks English and trust. The attendants have been so helpful and kind. They have shown me that I can trust and feel comfortable even though I tend to be mean, they stick with me.
- 45 It helped me to be on time for appointments and make sure I get there, assisting me when I need it.
- 46 I cannot lift stoop or bend after back surgery, I don't know what would happen if I didn't have someone to help me in my home. I am thankful I have my attendant .
- 47 Helps me get through my day having someone there to help me do things that are difficult for me to do, well I don't know how I would get by without my attendant.
- 48 I like that I can have my own family in my home helping me clean and cook do my laundry. I would not feel comfortable having a stranger helping me. I'm happy they have a program like CDS.
- 49 I have a heart condition that limits what I can do physically. Without my attendant I would not be able to stay in my home.
- 50 Companionship with my aid and my house is actually clean. it also gives me motivation to do all I can do, but the things I'm not able to do , they are able to help me do it or for them to do it for me completely.
- 51 Because I have spina bifida and cannot do things for myself, my care attendant helps me live life!
- 52 It means the difference between staying in my home and being in a nursing home. I could not do life without my attendants.
- 53 The in home care & transportation allows me to stay in my home.
- 54 Helps me maintain independence in home.
- 55 My sister is able to help me and has helped improve my life and make it easier.
- 56 The service has made a positive change because it has allowed him to stay in his own home.
- 57 It helps me live independently with spina bifida
- 58 she stated that the change has been very positive due to the service she is able with assistance to continue to live independently in her own home.
- 59 My mom is able to be home with me and I can stay at home with my family.
- 60 I am no longer depressed about not being able to get to the store or clean my house. If I tried to clean my house I could take the risk of falling and I am so glad I have an attendant I trust to come out and take care of the things I cant take care of anymore.
- 61 Without the hours I receive I could not live in my own place I would have to go back to the nursing home.
- 62 I have someone who comes and sets up my medications for me so I do not get them mixed up. This has been so helpful because I have already mixed up my medications before I got my nurse through independent living and it was one of the scariest moments of my life.

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If Yes, what change did PERSONAL ASSISTANCE SERVICES (PAS) make?

<i>Answered Question</i>	1765
<i>Skipped Question</i>	2729

- 63 I use a walker which makes it very difficult to clean my house or go to the store and my daughter is my attendant and she cleans my house and gets my groceries for me. I no longer have to feel helpless and alone.
- 64 I look forward to the friendly visitors and they are helping me get organized and get exercise equipment. They also help me grocery shop.
- 65 Consumer reported that PAS helps her with her cleaning and shopping. She stated they also help her with her depression so that she doesn't isolate herself as much.
- 66 I am on the CDS Program and having someone I can trust in my home means so much to me. I don't have to worry about anything and its done right.
- 67 I am no longer depressed about not being able to keep my house clean. My attendant keeps my house clean for me and I trust her with my home.
- 68 She is absolutely thrilled with her attendant and her services.
- 69 I have only been on this program for a month but it has worked out real well so far. I like that I have the right to choose who works for me and I have control if they don't work out instead of the unknown of someone different coming in every other week like you get with other companies.
- 70 It has allowed me to stay at home. My husband is not able to care for me. I use an electric wheelchair.
- 71 Yes I am on your CDS Program and I love it! It is the best program out there by far. My granddaughter does all my work for me and it helps her also because she is in college and she does the work in between her college classes.
- 72 I love the fact that I can have whoever I want working for me because its so hard to trust people anymore. I have had issues with people taking things with other agencies and I don't have to worry anymore. Now my daughter does everything and its the way I want it.
- 73 I have someone who I trust to help me go to the bathroom and help me take a shower. I don't have to feel embarrassed or uncomfortable about needing assistance with bathing or toileting. I do not have to live in a nursing home and can live in my own home with assistance.
- 74 Having my family take care of my house work and cooking my meals the way I want and like is so much better than sending someone out to my home that doesn't know how to cook or do the things the way I want them. I am just so much happier with this program.
- 75 The consumer stated that she is able to live in the same home with her children. The consumer said that she is unsure how life would be without the services, she is happy to have good care.
- 76 The consumer is able to live at home with his small children since his spinal card injury. The consumer said that he would be in a nursing home without the services since he is unable to take care of himself
- 77 The consumer said that he is glad to live in his own home with assistance
- 78 I really found it simple to do. It's been a fantastic experience. I really like the new phone system.
- 79 I'm not able to do simple task on my own but because of the services my life is made easier
- 80 I'm old and there is no way I can get things done without your help. You all make my life worth living
- 81 My brother is working for me and it makes it easier than having a woman. I am a big man and it is easier having a man in here lifting around on me and taking care of the things I need done.
- 82 Consume reported that they are very satisfied with their CDS services. She stated that it has been very helpful having someone to aid her with transportation and not relying on the bus to bring her to her door. She stated she no longer has to worry about her house being dirty and she has someone to help her with routine which she stated is very positive.
- 83 Kept me in my home longer

Annual IL Outcomes Survey FY16

If Yes, what change did PERSONAL ASSISTANCE SERVICES (PAS) make?

<i>Answered Question</i>	1765
<i>Skipped Question</i>	2729

- 84 Consumer stated that the personal assistance services has helped her immensely. Before she had to choose between what she was going to do that day (shower, dishes, laundry, etc.). She said she would get exhausted and it took too long. She said now her apartment is clean and she feels better about way she looks. She stated that the assistance in transportation and shopping is also great because she no longer feels like she is constantly bothering her friends for rides places.
- 85 I have epilepsy. I know how to be on my own, but can't be, because of seizures. I have help and know that someone's going to be there in case I have a seizure.
- 86 I broke both hips and I just wouldn't be able to make it on my own if I didn't have help.
- 87 Because I get pick the person I want and I don't have to have a stranger in my home.
- 88 I couldn't really live without them.
- 89 It let me stay in my home and be independent. So I didn't end up in a group or nursing home.
- 90 Give a place to live , security, peace of mind happy!
- 91 Learned to ask for help
- 92 I no longer feel like I am alone. I feel like I have someone who is looking after me and taking care of me.
- 93 I got help with my needs as far as my daily living.
- 94 I feel better in my home. Since I've been down a whole lot. She talks to me, she helps me with my personal needs. So it makes a big difference. And I trust her.
- 95 It helps me so that I don't have to do anything to wear me out and get out of breath. I have a person to assist me and I have vision problems so the assistance is very helpful.
- 96 He's learned how to be more independent on his own and direct his attendant appropriately. He's trying to do more things on his own now.
- 97 My attendant does her work and doesn't steal as I've had two other attendants in the past that have stolen from me.
- 98 I'm blind. I don't drive, so transportation is a major issue. I can go shopping and have help with labels and price tags.
- 99 The consumer stated that his wife has health problems as well as he does and is unable to care for his needs. The consumer stated that he is able to live with his wife and still get the care he needs without feeling like he is a burden to his wife
- 100 Without the services of the attendant the consumer says she would be in a nursing home or her quality of life would not be as good as it is now
- 101 The consumer stated that living at home makes her happy and she feels better with someone coming in to assist her everyday. The consumer said that the company of an attendant is good for her mentally and she gets to eat good food and always have clean cloths.
- 102 The consumer said that with the type of spinal cord injury he has he could never live in his own home on his own without the assistance of an attendant. The consumer stated that because of the attendant program he can continue to be a part of his family and community.
- 103 The consumer is young and has a minor child at home and it is very important to her that she is able to live at home with her child and still have her needs met through having an attendant.
- 104 The consumer can continue to live with his daughter that works. He receives very good care while she is gone working during the day. The consumer stated that he eats well and he bedroom is always kept clean and he feels very safe in his home.
- 105 The consumer said that she has a clean home, nutritional food to eat and can make it to all her doctor appointments due to having an attendant.
- 106 Able to get around better. Just had open heart surgery; 4 bi passes so it was helpful to have an attendant. On oxygen 24/7 now.
- 107 Has gained security with quality of care.
- 108 There were days it was hard to get from my bed to the kitchen but because I have an aid I'm able to manage my life better. she helps me complete daily task that would take me forever to do.

Annual IL Outcomes Survey FY16

If Yes, what change did PERSONAL ASSISTANCE SERVICES (PAS) make?

<i>Answered Question</i>	1765
<i>Skipped Question</i>	2729

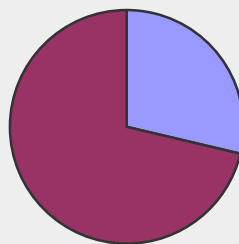
- 109 With out this help my daily task just would not get done and life would be so hard
- 110 I need help and I no longer can do things for myself. This service has been great
- 111 Having the aide helps me get my house clean, when I can't do it. And they help with my feeding tube.
- 112 She helps me stay on track and motivates me to do my exercise.
- 113 I had a tough year. I had tendon surgery on my hand, could not use it. I had recent shoulder replacement surgery and the other shoulder is bad. It was impossible for me to dress myself, cook for myself, sometimes get out of bed by myself. I would have been in a nursing home if not for having my attendant in my home. Saved my life!
- 114 My attendant has helped so much with personal care especially since my cancer. She helps me in and out of the shower and washes my hair. I could not do without her right now.
- 115 Consumer states she was diagnosed with 3rd stage kidney disease. Her recent doctor appointment reveals her kidneys have dropped down to 38%. Her doctor said it drops to 15% then she would need dialysis. The consumer said having an attendant to help her with daily chores is very helpful to her. She gets tired and weak most days and doesn't feel like doing much. She is glad to have someone to help her.
- 116 Has taken some of the burden off of the family to improve their lives as well as mine.
- 117 Having the help with housekeeping and grocery shopping makes it easier on me to prevent injury.
- 118 I have 2 kids and it is hard for me to take care of my daily chores and them too the help is great especially helping me with my hygiene and bathing
- 119 I needed help with everyday task that most people take for granted. I'm not able to clean or cook for myself & the aide I have does that for me. I would not be able to survive without you.
- 120 Don't think I could make it on my own without the services to help me stay independent in my own home
- 121 It's a positive thing being able to have an attendant. It makes him feel better getting help in that way. He needs the extra help for personal care.
- 122 She is so thankful to have an attendant to help her with housekeeping and cooking meals. Consumer states she is blind and has epileptic seizures. Her attendant also gets her out of the house to the drug store to pick up her medicines and the grocery store for groceries. The consumer said she feels more independent having an attendant. Before having an attendant she basically stayed in her apartment; afraid to get out much. But now she feels less paranoid going in to the stores.
- 123 Got complete independence back from these services. She no longer has them because in March she was back to where she was before. So she improved.
- 124 My life is so much better having someone to help me with daily duties that without help would take me forever to do.
- 125 They helped me out in the community
- 126 Helped me live independently

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Did you receive any ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services? Any assistive technology device, that is, any item, piece of equipment or product system that is used to increase, maintain or improve functional capabilities of individuals with disabilities and any assistive technology service that assists an individual with a disability in the selection, acquisition or use of an assistive technology device.

Answer Options	Response Percent	Response Count
Yes	28.7%	1183
No	71.3%	2938
Answered Question		4121
Skipped Question		373

Did you receive any ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services?

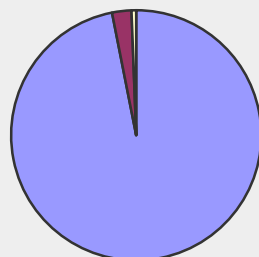


■ Yes
■ No

What was your experience with the ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services you received?

Answer Options	Response Percent	Response Count
Satisfied	96.9%	1145
Somewhat Satisfied	2.5%	30
Dissatisfied	0.6%	7
Answered Question		1182
Skipped Question		3312

What was your experience with the ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services you received?



■ Satisfied
■ Somewhat Satisfied
■ Dissatisfied

Annual IL Outcomes Survey FY16

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Adaptive Equipment/Assistive Technology service could have been better.

<i>Answered Question</i>	73
<i>Skipped Question</i>	4421

- 1 He understands the difficulties of equipment not being available. Consumer would like a wheelchair.
- 2 Hard time keeping them in her ears but better than not hearing at all.
- 3 I could not find a wheel chair to fit me. The Medicaid one and the one the CIL purchased didn't fit my body, so my mother ended up buying me one that fit.
The shower chair was a trial and error trying to figure out how to use it with my tub.
- 4 I don't use them.
- 5 needs a wheelchair
- 6 CIL staff was a little difficult to get a hold of
- 7 Adapt telephone; in order to hear, I need to remove my hearing aids.
- 8 Problems with items received; had to give back, it ended up not being compatible.
- 9 tap phone had trouble with the first phone and received another
- 10 Lift
- 11 The wheelchair that was first loaned to me had a broken front wheel.
- 12 We originally tried a grab bar with suction but that didn't do the job very well. Then my doctor wrote a script for a Claw Cane that really help swell.
- 13 I am still waiting on device
- 14 Got a phone. It isn't worth a darn. I can't hear a darn thing. People try to call, they have to repeat themselves. I miss out on a lot of calls. I get frustrated, callers get frustrated. I gave up on The CIL, they never returned my calls. I gave up on it.
- 15 Modifications, electric chair doesn't work
- 16 He gets tired using the rollator but at least he can sit down.
- 17 TAP Phone is currently not working properly
- 18 I chose to exchange a regular rollator for a bariatric rollator. The CIL was extremely helpful in this process and helped do the official paperwork and do the actual exchange. Even though they performed some maintenance on my bariatric rollator, I later found that the rollator I was given does not have locking wheels which concerns me. But because of this exchange, I was able to travel comfortably on a trip! I was also disappointed that the walker I had given had a basket but the one I got did not have a basket. :(
- 19 Trying to get bigger wheels for the front of the wheel chair.
- 20 Consumer reported that she doesn't hear as well as she'd like on her phone she received.
- 21 The batteries didn't last long.
- 22 Consumer reported not having used the bathmat they received from rail yet.
- 23 She needed a shower chair for her shower
- 24 Didn't understand I had to pay for the pump. I should have read the paper, I signed the paper without reading it.
- 25 services on my wheel chair.
- 26 Her wheelchair still does not work to her satisfaction.
- 27 hard to understand what the technical support staff explained to me.
- 28 Not enough choices, needed extra modification
- 29 The piece of equipment was too large.
- 30 "Only thing I could complain on is the last time I had a repair, they gave me a bill for \$488. And these are cheap carts you can get at Wal-Mart for \$500/\$600 new. I thought that was a little high. They originally wanted \$100 less, but when I came in, they wanted \$488. And now, less than a month later, it broke down again!"
- 31 "I don't have any legs, and I'm more top-heavy, so the wheelchair rears to the back more than I would like. I may have to get another wheelchair. I'm afraid to get in it."
- 32 No changes

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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Adaptive Equipment/Assistive Technology service could have been better.

Answered Question 73

Skipped Question 4421

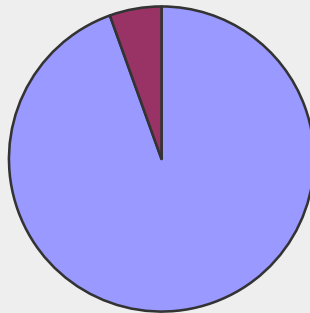
- 33 Very satisfied with the shower chair for the most part except recently the bottom of the legs have been coming off when her daughter takes it out of the shower. Now it makes the chair a little more wobbly. Otherwise consumer is very satisfied with services from the CIL and for the equipment received to help her remain independent.
- 34 didn't feel the phone made a big difference
- 35 Phone
- 36 they gave me an air conditioner but it was a little one didn't cool off my whole trailer
- 37 House needs to be remodeled to consumers needs
- 38 Wheel chair is heavy.
- 39 Had trouble using it
- 40 Consumer needs a larger digital magnifier with a wider section.

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Did you gain knowledge, skill and/or independence from this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service?

Answer Options	Response Percent	Response Count
Yes	94.5%	1117
No	5.5%	65
<i>Answered Question</i>		1182
<i>Skipped Question</i>		3312

Did you gain knowledge, skill and/or independence from this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service?

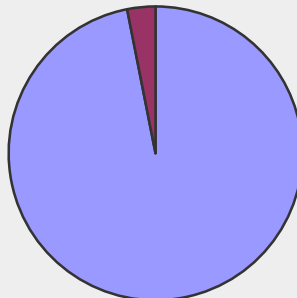


■ Yes
■ No

Did this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	96.9%	1142
No	3.1%	36
<i>Answered Question</i>		1178
<i>Skipped Question</i>		3316

Did this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service make a positive change in your life?



■ Yes
■ No

Annual IL Outcomes Survey FY16

If Yes, what change did this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service make?

<i>Answered Question</i>	857
<i>Skipped Question</i>	3637

- 1 I was able to get a mobility device that allows me to traverse long distances.
- 2 Before consumer couldn't stand long enough to shower.
- 3 Not afraid anymore; easy to call 911 or anyone if consumer needs help.
- 4 Helped out a lot.
- 5 I am able to hear better.
- 6 I can't stand in the shower anymore so the equipment helps me.
- 7 I couldn't do without the bed rail. I am able to get in and out of bed on my own.
- 8 The shower chair works great. I'm able to take showers daily.
- 9 It's helpful with staying in my home.
- 10 I'm able to hear family on the TAP phone.
- 11 Received a ramp
- 12 I have a telephone that I can use. I could not use my telephone due to my vision loss. I love my phone.
- 13 With the grab bars, I can shower with no issues or help.
- 14 Able to cope better with my blindness.
- 15 Being able to get from my bed to my couch. I'm not contained to just one room.
- 16 Independence
- 17 I wasn't able to get any of the items that I needed. the CIL took me to a place that could help me and they did.
- 18 It keeps me safe from falling
- 19 It's made it easier going down the steps and the ramp.
- 20 It helped me be mobile while my chair was being serviced.
- 21 With the voice alarm clock, I can even find out the temperature without having to read anything. It says it out loud.
- 22 Needed a wheelchair temporarily and didn't want to purchase. He borrowed for the week
- 23 I was able to monitor my blood pressure regularly to stay healthy.
- 24 I'm able to take showers better on my own with a shower chair because I can't stand on my own easily and I can use a handheld shower and sit down.
- 25 The hand held shower and grab bars made life better for me.
- 26 The hospital mattress helps me with sleeping.
- 27 Magnifying glass; helps me be able to read better.
- 28 Without the crutches and the walker, I could not have healed from my injury.
- 29 I was given a hospital bed that does the trick!
- 30 They got me a bench that goes halfway in the shower and halfway out
- 31 Arthritis gloves; helps ease the pain in my hands so I can sleep better.
- 32 I'm pleased with the lamps. They give me better visibility.
- 33 I am blind so I can talk on phone talking scales
- 34 Brought a reclining chair that helps resolve issues.
- 35 I got a phone and it helps with the bigger numbers.
- 36 Air conditioner helps make the house cooler.
- 37 I was desperately needing a new hoyer lift sling. I had pressure sores from the old one. With ILS help I now have a new sling. Thank You.
- 38 I have problems with my legs swelling and the worker helped me get compression stockings.
- 39 I can use the phone now
- 40 The pulse oximeter lets me know if my oxygen is high enough to go to the mailbox without my portable oxygen. It's three houses down the street. I'm on oxygen 24 hours a day.
- 41 Being able to lay in the bed instead of sleeping in my chair is wonderful.

Annual IL Outcomes Survey FY16

If Yes, what change did this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service make?

<i>Answered Question</i>	857
<i>Skipped Question</i>	3637

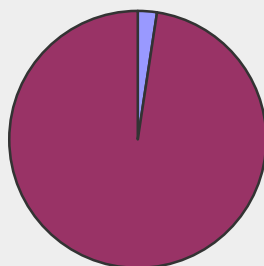
- 42 My husband has low vision and balance issues so I went to the CIL to see what they had that we could use. I ended up borrowing a transfer chair that allows me to get him to his various appointments without being "half dead" myself. It is so much lighter than a regular wheelchair!! We also borrowed an exercise machine that helps him gain some strength while sitting around.
- 43 I can put my own socks on with my sock aid and take them off with my reacher. I no longer have to wait for anyone to do it for me which makes me feel good about myself
- 44 We had to put some parts on the used transport wheelchair but it really helps move my father around to appointments and around the house.
- 45 you helped me with a reacher so I can pick things up instead of waiting for someone to come over when I drop them. Very helpful
- 46 I can hear what people on the phone are saying now! I also have cool text applications and a microphone for meetings. I have been able to view YouTube videos through my hearing aids and can actually hear what is being said.
- 47 It's made the world of difference. We're learning sign as a family. His education is through the roof. We couldn't be happier to be honest. (Whole Family Project)
- 48 Receiving the bedside commode has sure helped me. I learned using the frame over my regular commode has really made me feel a lot safe especially after having my hip replaced and I have a low toilet.
- 49 I got hearing aids through the hear-now that has helped me so much.
- 50 I got a phone and a flashing doorbell. I can be like normal people.
- 51 Consumer's spouse reported that hemi walker purchased for a reduced rate helped her husband to gain more mobility and to get him walking again.
- 52 The knee scooter which the consumer requested allowed her to be able to go to school at the time.
- 53 spoke to daughter (participant was 89), who said that the sit to stand hooyer lift she was able to purchase from our refurbished equipment program allowed her to bring her mother home, it enabled her to care for her in their home instead of her being in a facility
- 54 Consumer reported that the scooter she received has given her much more independence. She is now able to leave her home and get around much quicker. She stated she was so happy when she got her scooter and could get around using it.
- 55 The wheelchair repair technicians were very knowledgeable and I appreciated them fixing my chair while I was at PQ to work out.
- 56 An airline had damaged the brakes on his chair and he could not travel on an incline. He said we came out to repair the chair and he was ecstatic because he was able to get around again.
- 57 Gave him knowledge about his equipment and helped him with his job.
- 58 I wouldn't be talking to you right now without the help your company has provided for me. Words cant thank you enough. I feel so much better and less stressed because I can run my life a lot better when I can understand what the other person is saying
- 59 The raised toilet seat helps to get up and down safely. The consumer stated that her hearing aids have changed her life and she is able to hear very well now.
- 60 The consumer can do a lot more for herself having the adaptive equipment that has been proved for her. The consumer said that she doesn't like having to ask for everything to be done for her, she like to meet all the needs for herself that she can.
- 61 I have hearing issues. I did not know about the TAP program until the lady told me about it at the CIL. I will be able to be tested for a phone that I can hear with. Will make my life better because I can talk to others.
- 62 The Echo Pen made it better to take notes for my classes. The Braille watch made it so I did not have to always ask someone for the time.
- 63 The phone has helped me hear the conversation before I would only hear a few words & that was so stressful
- 64 Received a pill planner to help organize his medications.

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Did you receive any YOUTH SERVICES including TRANSITION services? Any service that develops skills specifically designed for youth with significant disabilities between the ages of 14 and 24 to promote self-awareness and esteem, develop advocacy and self-empowerment skills, and the exploration of career options, including the transition from school to post school activities such as postsecondary education, vocational training, employment, continuing and adult education, adult services, independent living, or community participation.

Answer Options	Response Percent	Response Count
Yes	2.4%	99
No	97.6%	4007
Answered Question		4106
Skipped Question		388

Did you receive any YOUTH SERVICES including TRANSITION services?

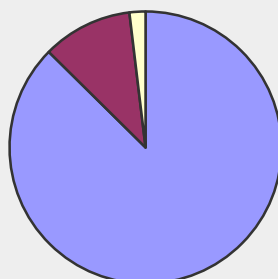


☐ Yes
☒ No

What was your experience with the YOUTH SERVICES including TRANSITION services you received?

Answer Options	Response Percent	Response Count
Satisfied	87.4%	90
Somewhat Satisfied	10.7%	11
Dissatisfied	1.9%	2
Answered Question		103
Skipped Question		4391

What was your experience with the YOUTH SERVICES including TRANSITION services you received?



☒ Satisfied
☐ Somewhat Satisfied
☐ Dissatisfied

Annual IL Outcomes Survey FY16

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Youth Services including Transition service could have been better.

<i>Answered Question</i>	13
<i>Skipped Question</i>	4481

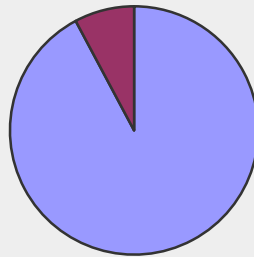
- 1 Could not give a response.
- 2 My Employment Specialist was involved with my IEP/Transition Team
- 3 camps
- 4 It was not what they thought it would be.
- 5 If the setting would have been more interactive the whole experience could have been more positive.
- 6 Was transitioned from Nursing Home - the service was wonderful. Did not want to be in a nursing home.
- 7 I was able to go to work in my family store after transition planning for 2 years
- 8 I was trying to get my GED but the CIL stopped the teacher from coming to my house anymore as there was no one else in the area. So I did not get my GED.
- 9 Unable to communicate with staff
- 10 They never got back to me.
- 11 outside reasons
- 12 N/A
- 13 I was unable to meet on days my teacher wanted to teach. I was able to work and only day I wasn't was if it rained. Now my sister is helping read. I can know longer have the CIL teacher come to my home.

Annual IL Outcomes Survey FY16

Did you gain knowledge, skill and/or independence from YOUTH SERVICES including TRANSITION service?

Answer Options	Response Percent	Response Count
Yes	92.2%	95
No	7.8%	8
<i>Answered Question</i>		103
<i>Skipped Question</i>		4391

Did you gain knowledge, skill and/or independence from YOUTH SERVICES including TRANSITION service?

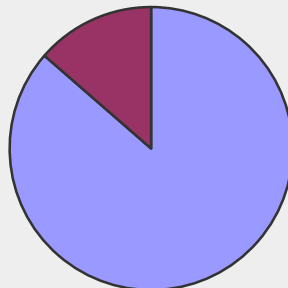


■ Yes
■ No

Did YOUTH SERVICES including TRANSITION service make a positive change in your

Answer Options	Response Percent	Response Count
Yes	86.4%	89
No	13.6%	14
<i>Answered Question</i>		103
<i>Skipped Question</i>		4391

Did YOUTH SERVICES including TRANSITION service make a positive change in your life?



■ Yes
■ No

Annual IL Outcomes Survey FY16

If Yes, what change did YOUTH SERVICES including TRANSITION service make?

<i>Answered Question</i>	76
<i>Skipped Question</i>	4418

- 1 Helped him to stay focused in school.
- 2 Going on the trip and learning about advocacy.
- 3 Helped me be more comfortable around people.
- 4 I am a better self advocate.
- 5 Can't describe.
- 6 Attitude at home and I do more around the house with my nephew.
- 7 Got me ready for work
- 8 I was able set goals for after high school graduation
- 9 Your Life and the events were a lot of fun.
- 10 The socialization allowed the consumer to become more friendly and come out of his shell.
- 11 Makes it easier to make friends.
- 12 By helping my boyfriend to get on his Medicaid, it helps me.
- 13 I'm more independent
- 14 Able to live at home.
- 15 Get to live out on my own and independence.
- 16 STEP program.
- 17 We are just starting our journey and hoping that it will increase his self esteem. STEP program - just interviewed.
- 18 Learned a lot about self respect & was well loved.
- 19 Has taught me things I'll need to know to either go to college and work
- 20 I got my driver's licenses and now I can be more independent
- 21 "It's pretty exciting. He can learn more through the program about managing himself on the streets, like with money."
- 22 "She was down on herself before, but after she went to camp, she changed how she felt about being with people with different disabilities. She got to realize that her problem wasn't as serious about others' problems, so she tries to be more independent now. It made her appreciate things more when she sees someone without an arm or leg or something. She's more understanding. This is the best program. Other camps, she would come home crying. This time, she learned stuff and came home and talked to me about the camp. She was extremely excited."
- 23 He learned how to get on the internet and fill out job applications. Loved the program.
- 24 "I feel more social than I used to be."
- 25 Liked it, gained skills.
- 26 Learned about people and improved own behaviors
- 27 She stated that she gained independence because the service allowed her to participate in the driving program and she obtained her driver's license.
- 28 Positive he stated due to being able to drive himself places independently because he obtained his driver's license. He also has learned about resources.
- 29 The youth driving program is helping me get my licenses then I can look for work
- 30 I did the pre-employment transition services last summer - this helped me to understand that we all acquire disabilities if we live long enough. She is a head of the game since she took her advocacy efforts serious
- 31 He loves the group Kids in the Kitchen and enjoys getting together with a peer group.
- 32 I am in college and have learned to budget my money
- 33 I will be more independent and able to do for myself
- 34 I am still in transition - I am in second year of college now
- 35 I'm learning how to drive in the driving program which I will get my licenses and be able to look for work
- 36 I am able to independently drive

Annual IL Outcomes Survey FY16

If Yes, what change did YOUTH SERVICES including TRANSITION service make?

<i>Answered Question</i>	76
<i>Skipped Question</i>	4418

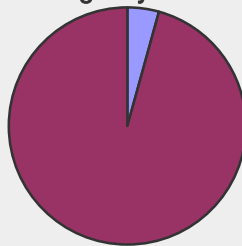
- 37 Yes, I was in the driving program and was able to get my drivers permit. I may not be able to drive by myself but I can take my family some where if I have to. I love that I have that option
- 38 More than satisfied. I got literature and everything else. It's amazing! (Whole Family Project)
- 39 I learned a lot and received good information.
- 40 I received a lot of good information.
- 41 I have a long way to go. I am graduating from high school this year and then getting a job while I go take college classes
- 42 My son is still working on getting his driving permit and license but he is thrilled to see the drivers ed instructor and going thru the program.
- 43 learning to drive
- 44 in the driving program. Driver's licenses will allow me to look for employment
- 45 it help me learn about job resumes, employment opportunities, job interview process and more
- 46 I am studying for my permit test and feel like I might actually have a chance at getting my drivers license some day.
- 47 I am on track to operate my family store
- 48 It's been good. We've had 3 to 4 tutors which makes it hard to stay on task. Now that it has stabilized it should get better. (Whole Family Project)
- 49 I'm learning how to drive a car for my own independence
- 50 I am in the youth transition program
- 51 The Driving Program will help me accomplish the goals I have for myself
- 52 Driving Program
- 53 I am finally getting to learn about driving
- 54 Our interpreter Amanda is wonderful. We absolutely love her.
- 55 I did learn more skills in math and reading than I had before.
- 56 I received the skills to better my success in life.
- 57 I have a better understanding on how to get a job.
- 58 gained knowledge
- 59 By working with other people and being around other people my age.
- 60 It opened some doors to things I didn't know such as special housing.
- 61 Gave a lot of positive support
- 62 Haven't had any negative things from it
- 63 I am now independent again.
- 64 I was starting to read better.
- 65 The training has helped me go from school to work with less fear of the unknown

Annual IL Outcomes Survey FY16

Did you receive any EMERGENCY ASSISTANCE Services? Any service that assists a consumer with securing financial aid and/or human assistance during an emergency situation or crisis.

Answer Options	Response Percent	Response Count
Yes	4.3%	177
No	95.7%	3928
Answered Question		4105
Skipped Question		389

Did you receive any EMERGENCY ASSISTANCE Services? Any service that assists a consumer with securing financial aid and/or human assistance during an emergency situation or crisis.

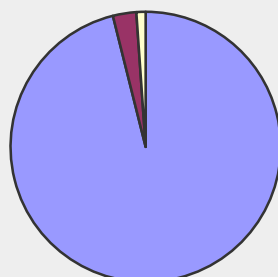


☐ Yes
☒ No

What was your experience with the EMERGENCY ASSISTANCE Services you received?

Answer Options	Response Percent	Response Count
Satisfied	96.1%	171
Somewhat Satisfied	2.8%	5
Dissatisfied	1.1%	2
Answered Question		178
Skipped Question		4316

What was your experience with the EMERGENCY ASSISTANCE Services you received?



☒ Satisfied
☐ Somewhat Satisfied
☐ Dissatisfied

Annual IL Outcomes Survey FY16

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Emergency Assistance service could have been better.

<i>Answered Question</i>	9
<i>Skipped Question</i>	4485

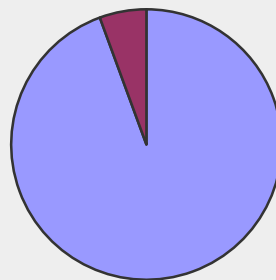
- 1 She was very grateful for the rental assistance but ended up homeless anyway. Would have appreciated more fuller assistance.
- 2 The ambulance asked for money and that was displeasing.
- 3 A ride to fathers funeral.
- 4 ER did not pay much attention to me. Because I did not talk much.
- 5 The ambulance people where wonderful.
- 6 got food
- 7 There was no money left for me to use. The shelter said all their emergency funds were used up. I had been helped by them in the past. I did not receive any assistance.
- 8 Get on time!

Annual IL Outcomes Survey FY16

Did you gain knowledge, skill and/or independence from this EMERGENCY ASSISTANCE service?

Answer Options	Response Percent	Response Count
Yes	94.4%	168
No	5.6%	10
<i>Answered Question</i>		178
<i>Skipped Question</i>		4316

Did you gain knowledge, skill and/or independence from this EMERGENCY ASSISTANCE service?

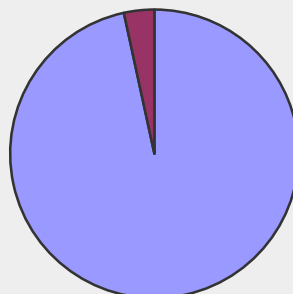


☐ Yes
☐ No

Did this EMERGENCY ASSISTANCE service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	96.6%	172
No	3.4%	6
<i>Answered Question</i>		178
<i>Skipped Question</i>		4316

Did this EMERGENCY ASSISTANCE service make a positive change in your life?



☐ Yes
☐ No

Annual IL Outcomes Survey FY16

If Yes, what change did this EMERGENCY ASSISTANCE service make?

<i>Answered Question</i>	110
<i>Skipped Question</i>	4384

- 1 I did not have hot water for two years. The water heater has changed my life. I can shower.
- 2 Just for emergency in hospital
- 3 Helped me keep my lights on
- 4 Gives me the spirit to keep going
- 5 My electric was turned off and I was able to get it turned by on. I got roughly \$900.00 worth of assistance with my bills.
- 6 Made it possible for him to get in and out of his home by himself along with his children.
- 7 Customer says using the ambulance made a positive change by doing the job of transporting.
- 8 She said that this was a very good idea and assists them if EMS has to come to the house.
- 9 took to the emergency room
- 10 They helped me pay the electric bill, keeping it on.
- 11 I had my heart surgery and needed a shower chair and commode to remain independent.
- 12 Is checked on because she is a fall risk.
- 13 helped with medical supplies
- 14 People came in to talk to me about the situation.
- 15 Received assistance with dental work.
- 16 Received hygiene & household cleaning products without cost.
- 17 Received help for dental work.
- 18 Received hygiene and household items free. Helps with money.
- 19 Received help getting my teeth fixed.
- 20 Received help with electric bill to keep power on.
- 21 We listed what I would do in different emergencies and who I would call
- 22 Received help with electric bill.
- 23 It made me think of what I will do if there is an emergency or who to call
- 24 Received person hygiene and household products free.
- 25 Received help with utility bill that kept my power on.
- 26 It helped my son be positioned better and more comfortably, and safe.
- 27 Received personal care items & household items
- 28 Received help with dental needs.
- 29 They helped me get access to a taxi
- 30 They helped me get utilities assistance from Catholic Charities.
- 31 helped me when I was needing help with heat in my home.
- 32 Received help paying my electric bill.
- 33 Some times I have to make a choice between my co-pays for meds or utility bills and its just comforting to know that I can come to someone when I can't make it
- 34 I have a home and a new life
- 35 You have helped me pay bills and keep my utilities going
- 36 helped me financially. I would have bounced my account and God knows where I would be
- 37 I received all of the information on emergency assistance
- 38 it has helped me in a lot different ways
- 39 That there was help.
- 40 They took me to the hospital.
- 41 Electric assistance
- 42 it helped me from freezing to death with my electric
- 43 It helped me stay in my home and gave me time to catch up on my payments
- 44 TCIL helped with my electric bill. When we were unable to pay. It's very helpful.
- 45 Help with electric bill. Drastic difference! It was a matter of freezing or not freezing. That way I could eat and have electric.
- 46 It took the stress off my life
- 47 helped me to find resources to pay my utilities

Annual IL Outcomes Survey FY16

If Yes, what change did this EMERGENCY ASSISTANCE service make?

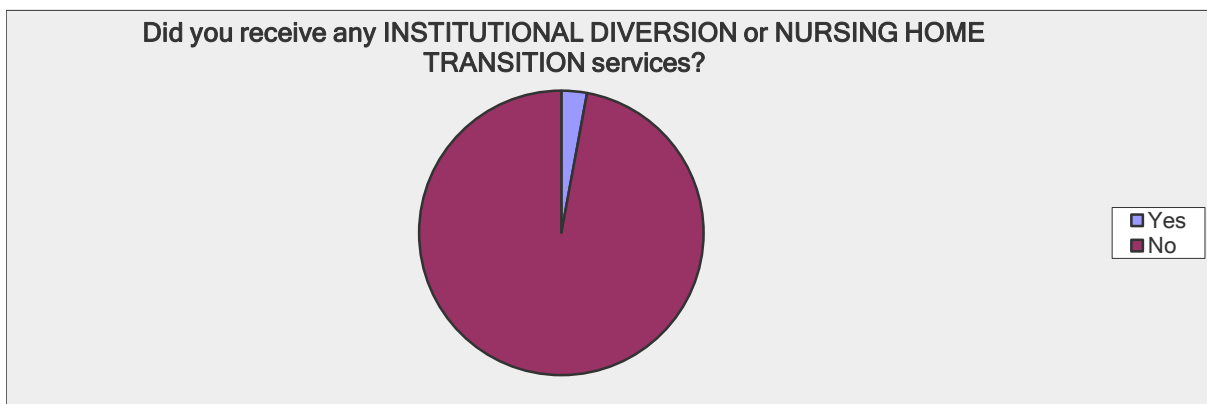
<i>Answered Question</i>	110
<i>Skipped Question</i>	4384

- 48 I was able to get caught up on my bills, it really helped me.
- 49 You helped me pay my electric and I probably would be in the dark now but thanks to you all my bills are caught up
- 50 Made quite a bit of difference so I didn't have to sit here without electric.
- 51 It helps to know there is someone who cares and your organization has given me hope. You all have gone above and beyond to help build me up when I was down.
- 52 I was able to keep my electric service on and not have to sit in the dark. There are months I just can't make ends meet
- 53 I was going to loose my home and your company stepped in and helped me pay my rent.
- 54 Just taught me to be careful on how I pay my bills. I have to be more aware when I spent my money, pay my bills, and using electricity.
- 55 Food
- 56 I know that I can use my emergency plan if I need it.
- 57 When I moved here I received assistance getting started in my new place. I'm very grateful
- 58 there were times my electric was more than I could afford and your company helped me pay it
- 59 Miracle happened they helped pay my rent because her debit card got hacked. Necessity items are helpful.
- 60 Air conditioning
- 61 Some months I can't make it and if it wasn't for the services you provide I wouldn't eat or my utilities would be off
- 62 I was stuck in the hospital and not able to pay my rent and your services took care of it for me
- 63 You helped with my deposit. Money I didn't have
- 64 food
- 65 food and air conditioner
- 66 food
- 67 There are months I cant make it and you have helped me when there is no where else to turn
- 68 I couldn't make it without you helping me. I just cant make it from month to month with my income
- 69 I live on a very limited budget and I struggle to make ends meet. Your company helps me survive
- 70 they paid my rent when I wasn't able to
- 71 I just couldn't make it on my income and this service helped me get through the month
- 72 I couldn't have made it without it
- 73 feel better
- 74 she knows how to contact people for help
- 75 They made me happy
- 76 Helps.
- 77 Security
- 78 Help her out when she needs food.
- 79 To get his own vehicle.
- 80 Go to the hospital if needed.
- 81 Knowing about it.
- 82 When life got so tough for me & I just didn't think there was any hope you came forward & helped me
- 83 I couldn't have afforded to get the necessities that you have provide just so I can have a start in my own home
- 84 There are times I didn't know where to turn but your services helped me when I need you
- 85 Thankful there is help when I just cant make ends meet
- 86 Help me make my payment & get through financially until next month
- 87 Help me move into a house from a mobile home
- 88 Kept my gas from being shut off

Annual IL Outcomes Survey FY16

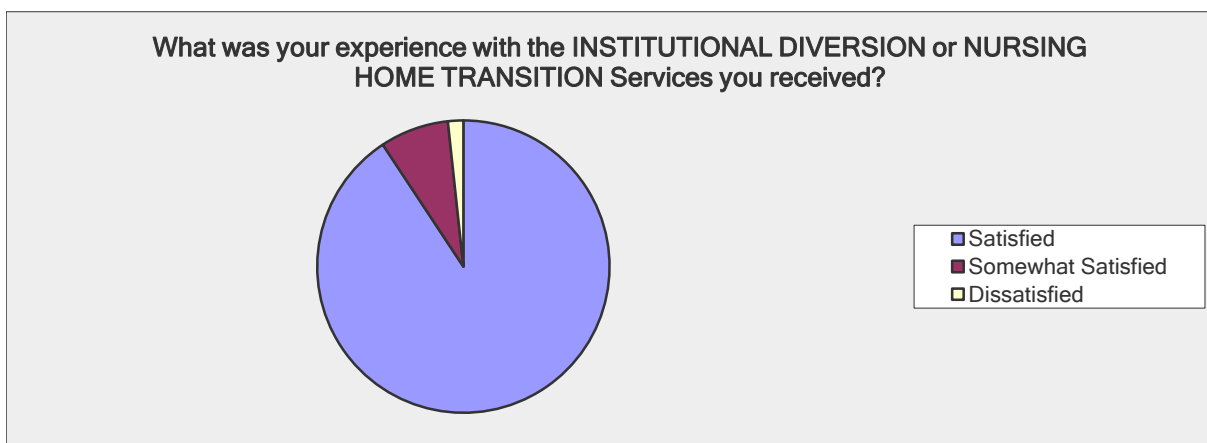
Did you receive any INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION services? Services relating to relocation from nursing homes or other institutions to community-based living arrangements. This would also include services to prevent institutionalization or nursing home placement.

Answer Options	Response Percent	Response Count
Yes	2.9%	118
No	97.1%	3983
Answered Question		4101
Skipped Question		393



What was your experience with the INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION Services you received?

Answer Options	Response Percent	Response Count
Satisfied	90.8%	108
Somewhat Satisfied	7.6%	9
Dissatisfied	1.7%	2
Answered Question		119
Skipped Question		4375



Annual IL Outcomes Survey FY16

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Institutional Diversion or Nursing Home Transition service could have been better.

Answered Question 13

Skipped Question 4481

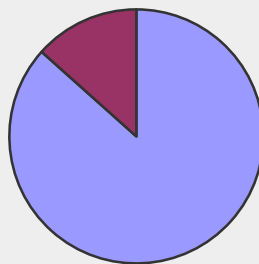
- 1 It would be much nicer if they would take people to see if they can use furniture items before they purchase them. They bought me a couch and love seat and I can't sit on either one of them. They are so soft and plush, and kind of high, and I can't get out of them because my left side is paralyzed. My mattress was too soft too, and too high. My best friend bought me a new mattress.
- 2 Was denied MFP due to dementia.
- 3 Not sure
- 4 I was told that I needed to tell places I was "crazy" to get into housing. The program never got me furniture or housing or any help. I was just told that I needed to get on wait lists that were 2 years long.
- 5 Did not like not being at home. Did not like strangers taking care of me.
- 6 If they followed up more.

Annual IL Outcomes Survey FY16

Did you gain knowledge, skill and/or independence from this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service?

Answer Options	Response Percent	Response Count
Yes	86.6%	103
No	13.4%	16
<i>Answered Question</i>		119
<i>Skipped Question</i>		4375

Did you gain knowledge, skill and/or independence from this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service?

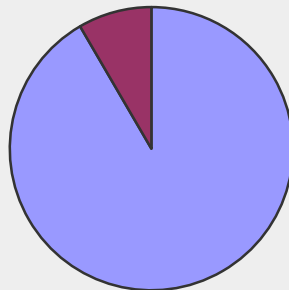


■ Yes
■ No

Did this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	91.6%	109
No	8.4%	10
<i>Answered Question</i>		119
<i>Skipped Question</i>		4375

Did this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service make a positive change in your life?



■ Yes
■ No

Annual IL Outcomes Survey FY16

If Yes, what change did this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service make?

<i>Answered Question</i>	79
<i>Skipped Question</i>	4415

- 1 It was a help.
- 2 Helped me get out of the nursing home and on my own.
- 3 Loves living on her own and not in a nursing home. The best part is she can see her family more!
- 4 It was quick. It moved fast. Yeah, I have always been independent. I like being able to do what I want to do. I do miss the people at the nursing home. I don't see as many people now, and I can't go nowhere.
- 5 Money Follows the Person. It's a wonderful program, it made a fabulous change in my life.
- 6 I like being on my own; I get to do what I want, when I want.
- 7 It's just a great program that has helped me get my life back.
- 8 Got out of there
- 9 I am more comfortable being out and about and can make my own choices.
- 10 It gave me life and hope for my future.
- 11 Get to live on my own and have independence.
- 12 Much better living independently.
- 13 I can get out on my own more. I can go where I want to. I mingle with more people, and more who are my age. I play Bingo. I enjoy living on my own better than in the nursing home.
- 14 MFP
- 15 It kept me out of the nursing home and into my own place.
- 16 I like having my own place; I like my apartment.
- 17 I am no longer in a home!!
- 18 definitely a change
- 19 I have my own place again.
- 20 They made it possible for me to live in my home again.
- 21 I was homeless, so it helped me get off the streets. I was sleeping on the bus stop, so it helped me a lot. I'm happy that I'm in a place.
- 22 They were a big help, don't think I could have done it without them.
- 23 Because it lead me to independent living.
- 24 I learned how to do things for myself
- 25 Spent several weeks in rehab and the girls there where great. They helped me gain back my life.
- 26 Therapy
- 27 I was able to come home for therapy
- 28 I am more careful about what I do so I don't have to every go back.
- 29 I appreciate everything they do for me.
- 30 It made me know that I need to exercise.
- 31 Living on her own and not in nursing home was the best thing for me
- 32 It helped me move in to my place a lot sooner than if I were on my own.
- 33 The CIL paid my first month's rent and got me furniture. I really appreciate it.
- 34 Brought me back to living on my own.
- 35 I will never go back.
- 36 They were really good to me, they walked me with my walker, to get me on my feet. Very encouraging.
- 37 Got the right Medicine
- 38 Show her how to care of herself and the necessary equipment for putting her shoes and socks on. Therapist came to the house and did an evaluation.
- 39 I needed the help to get out of that situation.
- 40 Was very happy but it didn't work out for her. She's back in a nursing facility.
- 41 We were pleased and thankful that we had it!
- 42 No comment, just happy.
- 43 Left the nursing home and continues independent living
- 44 Kept me out of nursing home.

Annual IL Outcomes Survey FY16

If Yes, what change did this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service make?

<i>Answered Question</i>	79
<i>Skipped Question</i>	4415

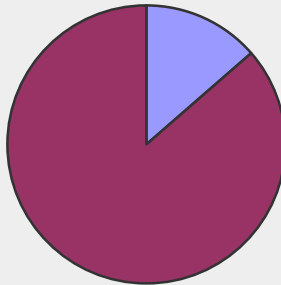
- 45 Looking into getting own apartment which will be a big change for the better.
- 46 Loves new place.
- 47 Assisted with moving out of nursing home, and better outlook.
- 48 I live in my own home.
- 49 I gained independence from the ability to be alone sometime.
- 50 I am independent again.
- 51 I was more encouraged.
- 52 The service was fine.
- 53 Maintaining his independence is a huge importance to him.
- 54 I love my life now and I'm thankful for the help you gave me. I now have a very fulfilling life and am no longer depressed because I felt trapped.
- 55 My life is so good now thank you
- 56 received information how to live in community instead of institution.
- 57 I have a home.
- 58 I have my own home and freedom.
- 59 Prevented me from going into a nursing home.
- 60 Got me out of nursing home and into an apartment with my husband
- 61 I'm free to live on my own & make my own choices, I'm so thankful
- 62 I'm so thankful for your help in finding me a home & helping set it up so it is livable.
- 63 I feel I was rescued from the home, I love living on my own & being free
- 64 Just thankful I'm able to live on my own. I love my independence

Annual IL Outcomes Survey FY16

Did you receive any TRANSPORTATION services? Provision of, or arrangements for, transportation.

Answer Options	Response Percent	Response Count
Yes	13.6%	559
No	86.4%	3540
Answered Question		4099
Skipped Question		395

Did you receive any TRANSPORTATION services? Provision of, or arrangements for, transportation.

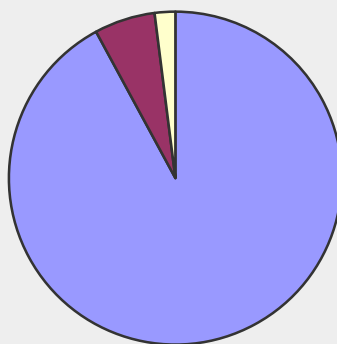


☐ Yes
☒ No

What was your experience with the TRANSPORTATION services you received?

Answer Options	Response Percent	Response Count
Satisfied	92.1%	515
Somewhat Satisfied	5.9%	33
Dissatisfied	2.0%	11
Answered Question		559
Skipped Question		3935

What was your experience with the TRANSPORTATION services you received?



☒ Satisfied
☐ Somewhat Satisfied
☐ Dissatisfied

Annual IL Outcomes Survey FY16

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Transportation service could have been better.

<i>Answered Question</i>	44
<i>Skipped Question</i>	4450

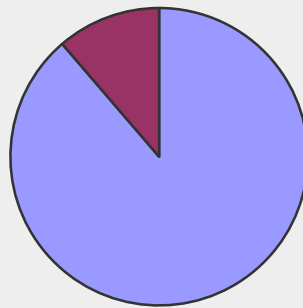
- 1 Felt a tad unsafe, driver was on cell phone for the entire drive
- 2 They are put on a waiting list because CIL go to people who pay before veterans. wishes they could get rides sooner
- 3 Wished they could get in more often
- 4 Wish it runs later and on weekends
- 5 Only complaint: hard to get a spot
- 6 Only issue: hard to get a hold of, had to make numerous phone calls
- 7 Doesn't meet my needs, only goes scheduled days to my town.
- 8 Can't stay at dr. with me
- 9 As long as preferred driver is picking me up. The other says inappropriate things on the bus.
- 10 Would like medical visits to be allowed
- 11 We cannot afford the co-pay to get around.
- 12 The driver had just moved here and didn't know his way around Columbia at first. It is getting better but sometimes Google Maps doesn't get you where you want to go.
- 13 No
- 14 Because I would like to be available more regularly. It can be difficult to get a ride.
- 15 I use Medicaid transport and you have to call ahead and they have to get pricing for that trip.
- 16 VA only runs two days because of budget cuts.
- 17 The driver was talking on the phone the whole time (Bluetooth).
- 18 Take me shopping.
- 19 He used it this last Wednesday to get to an appointment and was late.
- 20 Sometimes I'm sitting and waiting on the bus for a long time.
- 21 Every time she calls she is unable to get a ride because we are booked up already.
- 22 Cant afford usually
- 23 It was a poor service. Sometimes they would take hours to arrive.
- 24 The man who organizes transportation is rude and gruff. The transportation itself was wonderful.
- 25 I would call for a ride and get voice mails or yelled at. I feel like more telephone help is needed to coordinate rides. I would love to go shopping but right now I am stuck in the house or I have to depend on other people for rides.
- 26 Were told you could not receive services until late October.
- 27 I would like to have options for evening services or to go to church on Sundays. But I don't want to say anything negative because I have not used the service yet.
- 28 I do not feel safe on the bus
- 29 They couldn't find my apartment.
- 30 wish it could be five days a week instead of three
- 31 people get distracted driving
- 32 no one ever followed up on my request
- 33 As far as transportation I didn't have a good experience with one of the drivers.
- 34 had to pay
- 35 The CIL transportation made consumer late so the consumer called state.
- 36 Client didn't know she had to pay!

Annual IL Outcomes Survey FY16

Did you gain knowledge, skill and/or independence from this TRANSPORTATION service?

Answer Options	Response Percent	Response Count
Yes	88.7%	496
No	11.3%	63
<i>Answered Question</i>		559
<i>Skipped Question</i>		3935

Did you gain knowledge, skill and/or independence from this TRANSPORTATION service?

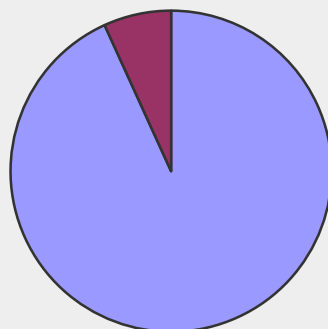


■ Yes
■ No

Did this TRANSPORTATION service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	93.2%	517
No	6.8%	38
<i>Answered Question</i>		555
<i>Skipped Question</i>		3939

Did this TRANSPORTATION service make a positive change in your life?



■ Yes
■ No

Annual IL Outcomes Survey FY16

If Yes, what change did this TRANSPORTATION service make?

<i>Answered Question</i>	373
<i>Skipped Question</i>	4121

- 1 CIL transportation gets consumer to events that otherwise wouldn't be able to attend.
- 2 Enjoy going places!
- 3 Good change, very thankful for transportation.
- 4 Helped me get around more.
- 5 got me to class
- 6 It makes me more independent.
- 7 Without it I wouldn't have had the work experience last year and I wouldn't have been able to facilitate my own move.
- 8 I thank God every day for it. It's made a total change in my life. I'm not going crazy trying to figure out how I can get somewhere.
- 9 It took a week or two to get used to the bus but once you did it was easy.
- 10 Allowed him to attend Your Life.
- 11 They get me out; I am not afraid when I ride with the CIL.
- 12 I'm able to get to my doctor's appointments now.
- 13 Be able to get around. There is nothing better than that.
- 14 I was able to make it to the men's group.
- 15 They take me to my mental health appointments in Columbia.
- 16 I'm thankful to have you to take me to the doctor. I can't drive that; I only drive locally. My son is legally blind and I have no other family close. I'm just so thankful.
- 17 I can't drive in the city and that's my way to go there. I don't have to depend on anyone to take off work to drive me. And it's reasonable.
- 18 It is very nice. I wouldn't have anyone to take me if it weren't for them.
- 19 I get dialysis three days a week and they take me to my appointments and back again. The people are very nice.
- 20 I got a free bus pass that allowed me to run errands and get to appointments.
- 21 Customer can't drive so the transportation helps customer get to and from appointments.
- 22 I don't drive and the cab coupons really help get me to the grocery store or doctor.
- 23 I am able to get to my appointments on time and safely.
- 24 I was able to get where I was going by taking the OATS bus so I didn't have to ask friends/family to take me.
- 25 I get rides to go places I need to, but I wish it was free.
- 26 Without the busses coming to get me I wouldn't be able to go to Your Life
- 27 Very timely. I got to and from my scheduled appointment on time.
- 28 Always on time... They would even take me to a friend's house if I asked them to, but I haven't.
- 29 They pick him up every week to go to therapy
- 30 Able to get to a place to get ID & Birth Certificate
- 31 It is just helpful to be able to get out.
- 32 I don't have to rely on family to take me to events.
- 33 They took me to areas I could get to on my own.
- 34 It helps me get out and be independent.
- 35 I can make it to the store and appointments
- 36 It takes me to important appointments like the doctors.
- 37 Because I am able to be in a club that I otherwise wouldn't be able to.
- 38 I love it. It gives me a chance to get out of the house. I felt trapped before.
- 39 It's made me more independent. I was hesitant to use public transportation. It's opened my eyes that there's other transportation for impaired people.
- 40 Increased independence
- 41 Increased independence & the transportation staff was very nice & accommodating.

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- 42 The CIL takes me to my appointments 2 hours away. My husband gets to go with me and we are very happy with that service. Both of us are disabled and not able to drive that long distance to the specialists.
- 43 Gave the ability to address health concerns and overall gave me the ability to improve my health.
- 44 It helps me get around and be independent, rather than the bus because it is not an option for me.
- 45 It gets me out of the house and around town.
- 46 Made it possible for me to come to social club every week, otherwise I wouldn't always be able to come.
- 47 Transportation helps get me out of the house which helps my depression. They take me to pay my rent which also helps my depression.
- 48 Having Oats is very handy when you need to get around town.
- 49 If I didn't have this I could not get to the doctors.
- 50 It helps me get out of the house.
- 51 This service helps me get to and from important appointments.
- 52 Oats bus helped me get to physical therapy when I was not able to drive.
- 53 Helps me integrate into society,. Takes to places I need to go.
- 54 Just not regularly. When I can get a ride, it is certainly cheaper.
- 55 The transportation will take me to an appointment in Columbia from Moberly. Love this service.[]
- 56 Its really hard for me to get in and out of the car and those transportation services allow me to stay in my wheel chair for easy of access to get to the doctor.
- 57 Because it gets me to the doctor in Kansas City.
- 58 It's nice to be able to get out and do something, especially to go to the city without staying overnight. The train schedule to Kansas City doesn't allow that. With CIL transportation I can go eat and shop. It's provided independence.
- 59 That's the only way I have to go to the doctor or other places.
- 60 Help me take care of myself and get places.
- 61 Was so pleased that the CIL offered a driver to take us from my home to a Hearing Specialist. The driver was so kind and it was a very good experience.
- 62 Let me get to my classes and see my teachers
- 63 More independent, didn't know anyone but needed ride, expensive to get taxi, financially better, not a burden on her wallet
- 64 Helped me get to my job interviews on time.
- 65 Took time to help me get places with my wheel chair. Got to enjoy myself getting out.
- 66 It has helped me get where I need to go
- 67 Helps me get to appointments.
- 68 The weekends are hard. I cannot attend church without help. Now I don't even have the option of waiting because there are not enough drivers on the weekends.
- 69 helped her to get to appointments, doesn't use now because bought own car
- 70 I can't drive. Helps with everything
- 71 They helped me get back and forth to the doctor this week!
- 72 Transportation helps him maintain gainful employment.
- 73 Helps him get to appointments.
- 74 Made it easy to understand the bus schedule.
- 75 The folks were wonderful, professional, courteous and prompt.
- 76 I am blind in my right eye so I don't drive, they help me get to the doctor.
- 77 It is a wonderful service!! It is very easy to use and the scheduling is very easy!
- 78 Because the Phoenix program provides me with tickets to get back and forth to treatment so I try to only use the tickets for that. But the city bus is not an option because I cannot walk that far and for a five minute ride, I would have to be on the bus for 45 minutes. I am very thankful for this service!!!

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- 79 It is impossible for me to drive and get to my appointments. The drivers have been so good to me and helping me get in to the doctor's office without falling
- 80 Took the pressure off of trying to beg people to give me a ride
- 81 I make my appointments which keep me healthier
- 82 I am able to keep my appointments with my physicians, but it is hard to schedule appointments in just three days for all my ailments that require medical attention
- 83 When taking Chemo had to be driven to sessions.
- 84 When you sit at home worrying about how your gonna get some where and who is going to take you, its so depressing because I've always been a very independent person and now I rely on everyone but your services have made life so much better
- 85 I do not have any family or friends who would take me to my appointments but because I know you are there to take me it gives me some peace in my old age that I wouldn't have with out your services
- 86 Consumer reported the electric scooter helped get her places she couldn't before.
- 87 The only way I can stay independent is because I get to my appointments and receive my medication. You take the pressure off
- 88 It changed the way we got around the city.
- 89 The consumer said that she is making her doctor appointments without stress and worry that she will have to cancel them due to no funding for gas. The consumer said that she is able to set up her transportation when she gets an appointment and never has to cancel.
- 90 The consumer stated that she feels confident in the transportation she receives and she always make her appointments.
- 91 I'm so thankful this company. I have depended on them for everything in my life. The drivers take me to get my medications and to my doctor's appointments. They have transported me to my surgeries and have waited for me several times and have taken me home and made calls to make sure someone was there to take care of me
- 92 There is no way I would make my doctor's appointments without your services. I was worried before and now I know I can depend on someone to get me there,.
- 93 The best, I was treated with respect from everyone of the drivers and I appreciate everything they do for me. I would be in bad shape if it wasn't for these services. I'm so thankful
- 94 I have no one to take me to my appointments and I'm so thankful for your services and the kindness you show me when I'm transported
- 95 The drivers treat me with dignity and they get me to my appointment on time.
- 96 Able to volunteer now and I like that.
- 97 Provided the consumer with easy transportation with out the stress of having to search for help.
- 98 Keeps the consumer from having to get the ambulance to take her to her appointments.
- 99 Consumer feels confident in knowing that he has reliable transportation.
- 100 Consumer is able to see doctors and feel part of society.
- 101 It has been so hard for me to get a ride from my family & friends. My stress level has lowered because I can count on your services to get me to my appointments on time.
- 102 I'm not able to drive so just to be able to get to my appointments & pickup my medication is so important to me. The drivers treat me with respect & help me when I need it
- 103 My children work so it is hard for me to make my appointments, I thank God for your services. I'm less stressed because of your services.
- 104 I did have your transportation until I received Medicaid. I was very happy with your drivers, they were on time & I made my appointments on time. Now the service for Medicaid is very poor & I don't think I get treated with dignity & your drivers were very compassionate to me
- 105 I'm so thankful to have nice people to take me to my appointments, life would be so tough without your company